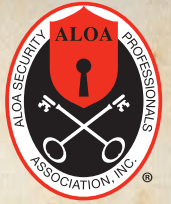


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A look back at some inventions of
Theodore H. Johnstone

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Wrapping Up the Year

IT'S HARD TO BELIEVE THAT 2019 is coming to a close. It seems like I was just writing this same message for the end of 2018! Thank you for another year of ALOA membership and being a part of this wonderful association. Without your involvement, ALOA wouldn't be what it is. To be the force in the security industry that we need to be, it takes all of you attending meetings, taking classes, giving input and volunteering for local and national board positions. Thanks to all of you who have made an impact this year in ways large and small. And thank you for putting your trust in me to be president for another year. I look forward to serving you in 2020.

The Security Industry in 2020 and Beyond

The business world is ever changing, and the security industry is no different. In the past decade, we've seen the growth of offerings in smart locks and Bluetooth-enabled devices, and we've sadly seen the growing concern for active shooter situations affect what we install in schools and other institutions. We've seen automotive technology rapidly change, and so many new tools and equipment have been introduced to make our professional lives easier. Who would have thought 10 years ago that locksmiths could do so much professionally with mobile apps as well?

As we begin a new year (and a new decade!), take a moment to think about what you'd like to see from ALOA and the industry in 2020. What can we help you with? What projects would you like

"It's important for us to assess our businesses and careers this time of year, but it's also essential to slow down a bit and be with loved ones."

us to be involved in? We all know how important it is to keep up with changes in the industry and the world around us, so please let the ALOA Board and staff know what you'd like to see from the association. Whether it's specific educational offerings, legislative efforts, member benefits or any number of other things, we want to know how we can best help you and your businesses.

Business and Career Check-In

With 2019 wrapping up, it's also a great time to take stock of your business and career. What have you accomplished this year? What do you hope to accomplish next year? Take some time to go over your financials, lists of customers, inventory, etc. Where are your opportunities for improvement?

No matter how successful a business is, there are always ways to improve. Perhaps you can expand into additional



service offerings. Maybe you can tweak pricing or scheduling, or maybe you can change the way you handle ordering so you're more efficient. If you're looking to hire additional employees, be sure to check out Noel Flynn's article on hiring and motivating employees in this issue of *Keynotes*. He has some great advice on how to handle this challenging area of business management.

As we enter December, I also hope everyone can enjoy a little extra time with family and friends. It's important for us to assess our businesses and careers this time of year, but it's also essential to slow down a bit and be with loved ones. I hope everyone has a Merry Christmas, Happy Hanukkah and a joyous time for all the momentous holidays of the season. And best wishes for a happy, healthy and prosperous New Year!

Respectfully,

Jim Wiedman, CML
President
ALOA Security Professionals
Association, Inc.
president@aloea.org

Happy Holidays From ALOA

AS WE GO INTO DECEMBER, I want to wish all of our members a safe and happy holiday season. I hope that you enjoy visiting with loved ones and that you can take some extra time to enjoy the magic of the season.

Member Renewals

A big thank you to all who have already renewed their memberships for 2020. It truly helps the association to renew early so we can plan financially for the year. We look forward to serving you next year and working with you to make ALOA SPAI the best association possible.

For those who have not yet renewed, note that memberships expire December 31. Hurry to renew so you don't miss a day of any benefits, including free \$15,000 professional bonding, discounts on industry-leading education, a free listing on FindALocksmith.com and many others, including *Keynotes* magazine. To renew your membership, visit www.aloamembers.org. If you have any questions or need assistance, please email membership@aloa.org. We're always happy to help, and we're here to serve you.

Pricing Survey

Soon, you'll be receiving this year's ALOA Locksmith Pricing Survey via email, and a hard copy will also be published in the January issue of *Keynotes*. Results will then be

"You may have seen information in the last issue of *Keynotes* about the new health insurance benefit, or perhaps you received the emails directly from ALOA."

published in the March issue of *Keynotes*.

The last time we conducted the survey was in 2018. You can take a look at the results in the April 2018 issue of the magazine. The survey covers everything from business hours to service charges and rates for specific types of jobs. Please note that the survey results are for informational purposes only and should not be used to set your pricing. It's just an interesting look into businesses around the nation and the world.

ALOA's New Insurance Program

You may have seen information in the last issue of *Keynotes* about the new health insurance benefit, or perhaps you



received the emails directly from ALOA. We are now in open enrollment for the policies from Lighthouse Insurance Group, LLC (LIG). Options include major medical, short-term health plans, vision and dental plans, critical care coverage, life and several different supplemental health options. There are even options to cover your employees.

I know that many of you have been asking for this member benefit for years, and we're happy to have found the right fit for the association and members. You should have received an email about the insurance program as well as an insert in your membership renewal notice, but we and LIG are happy to answer questions. Please contact us at membership@aloa.org, or call LIG directly at (888) 582-9813.

Mary A. May

Mary A. May
Executive Director
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ALOA at Yankee Security



ALOA Northeast Director Bill Mandlebaum represented ALOA at the Yankee Security Convention October 28 to November 1 in Springfield, MA. There, he manned the ALOA booth, educated attendees about the benefits of ALOA and signed up new members.

NEWS BRIEFS

» Seasoned door hardware expert John Kieffer has joined **Lockmasters, Inc.** to work in outside sales. He has more than 30 years of experience in the industry and began his career as a locksmith. He spent nine years with a national wholesaler, three years with a locksmith/integrator and most recently was with an ASSA ABLOY manufacturer for 10 years. He is based out of Lockmasters' Washington, D.C., facility and can be reached at (800) 654-0637 ext. 515 or johnkieffer@lockmasters.com.

» **Advanced Diagnostics USA** has announced a free update for ADS2269 Ford 2019 software. This update brings owners the ability to program the 2018-2019 Ford Eco-sport (bladed and proximity), 2019-2020 Transit (bladed) and 2020 Escape (proximity).

The company also has two new software releases for Smart Pro. The ADS2279 GM software provides for processing the PIN code on many GM models through the 2019 model year. ADS2279 also allows for one additional key or remote to be added to the system. The new ADS2280 Hyundai/Kia

software provides reading of PIN codes and programs proximity keys for numerous Hyundai/Kia models, including the 2019 model year.

» **ABLOY USA** has signed Joe Brown to serve as vertical market manager of transportation. He is based in Charlotte, N.C., and reports to Jerry Burhans, managing director of ABLOY USA. For the last 11 years, he was the director of national accounts for Prime-Line Products. Previously, he served as vice president and general manager of Global Door Controls, a wholesale door hardware company. Brown also was a district sales manager for Yale Security.



» **ABLOY USA** has also augmented its distributor network with the addition of Accredited Lock Supply, which is headquartered in Secaucus, N.J. It has also added Dallas-based IDN Global, Inc. whose IDN-Acme and IDN-Hardware divisions will distribute ABLOY solutions through its six regional business hubs in North America.

PRODUCT BRIEFS

» **Adams Rite** has launched the new Motorized Latch Retraction (MLR) option for all 8000/3000 Series Exit Devices. No field calibration is required for installation. It replaces and obsoletes the legacy Silent Electrification (SE) Motorized Latch Retraction.

» **PDQ** has released the pdqSMART-STP Stand-Alone Smart Locks that operate by smartphone, PIN access code, smart watch and key. It can schedule up to 100 users and an audit trail of 25 events on the app or one year on the cloud. Lock types include: Grade 1 and Grade 2 cylindrical, Grade 1 mortise, heavy-duty deadbolt and heavy-duty exit device trim. It is upgradeable to full access control with no hardware change. It uses standard door preps.



» **Advanced Diagnostics USA** has added Chrysler 2019 software, the ADS2291 for Smart Pro. It allows proximity keys to be added or programmed from a lost key situation and has been designed to bypass the pincode automatically in the background or to read the PIN (varies for each system).

» **D&D Technologies** has added a new hinge-closer option to their SureClose ReadyFit line. A two-part hydraulic hinge and closer system self-closes and soft-closes gates up to 180 lbs. from a complete 180-degree swing. It comes as a set of two hinge-closers: one closes from 180° to 80°, and the second closes from 100° to -2°. It has been tested to over 500,000 open/close cycles on a 180-lb. gate in real-world conditions. The product comes in aluminum or steel and both bolt-on and weld-on versions.



» **Master Lock** has released the Bluetooth Door Controller, which wires into electric strikes or magnetic locks and operates with the Master Lock Vault Enterprise smartphone app and web interface. Through the web interface, administrators can grant and manage access for as many users as they need, while authorized personnel can access the Bluetooth-enabled door lock via their smartphones. With access to data and audit trails, businesses can monitor door access activity. For more information, visit www.masterlock.com/solutions/vault.



» **Camden Door Controls'** latest offering is Kinetic by Camden, a 900 Mhz. "power harvesting" wireless system that uses the energy created by the operation of the switch to power the wireless transmitter. The system is compatible with all brands of automatic door operators and has field selectable momentary and delayed or latching relay operation. It can be used indoors or outdoors.



» **Codelocks Inc.** has announced a partnership with Tether Technologies. Key Secure by Codelocks, a key control cabinet that uses coded access, stores and manages keys while Gravity from Tether Technologies helps prevent those keys from being misplaced after removal from the cabinet. Gravity works by linking cards/keys via an electronic signal. After the user breaches the approximately 20-foot radius, Gravity's alarm, vibration and strobe light are triggered to alert users to retrace steps to recover the key unit. To connect keys, the user presses a button and lifts the key unit up and out from the belt unit.



IN MEMORIAM

» ALOA Life Member **Donald A. Coleman, CPL, CPP**, passed away earlier this year at the age of 86. He had been a locksmith since 1976 and traveled teaching locksmithing before his retirement in 1992. He owned and operated Redding Lock and Key in Redding, MA, and retired to Lakeland, FL.

» **Stephen "Steve" Gebbia**, 59, passed away after battling leukemia. He had been an ALOA member since 1983. A Celebration of Life will be held Dec. 22, 2019, in Lebanon, IN. Please contact the family for details.

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- Colton
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 ▶ **Pearnell Smalley**
 Garden Grove
 ▶ **John Stuart**
 Hill's Bros. Lock & Safe, Inc.
 Santa Rosa
 ▶ **Brandon Gioni**
 ▶ **Mike Verija**
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 Controlled Access Corp.
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 ▶ **Gustavo A. Gallego**
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 Mundelein
 ▶ **Jessica L. Dvorak**
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 Haji's Locksmith
Sponsor: Manuel A. Natal, CRL, CMAL, CFL

MISSISSIPPI

- Tupelo
 ▶ **J.R. Hill**
 Affordable Lock & Key

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 ▶ **Nathan Deherrera**
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 Acme Doorway Technical Services
 ▶ **Thomas J.A. Rowland**
 Acme Doorway Technical Services
 Welland, ON
 ▶ **Kody Wayne Ferri**

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- Celbridge, Kildare
 Cor-key Security LTD

We Need Your Help

Attention, ALOA Members: Help us eliminate the industry scammer problem by screening these applicants, who are scheduled for clearance as ALOA members, to ensure they meet the standards of ALOA's Code of Ethics. Protests, if any, must be made within 30 days of this *Keynotes* issue date, addressed to the ALOA membership department, signed and submitted via e-mail to membership@aloea.org or via fax to 214-819-9736. For questions, contact Kevin Wesley, membership manager, at Kevin@aloea.org or (214) 819-9733, ext. 219.

CALENDARFor a complete calendar of events, visit www.aloea.org.**DECEMBER**

December 9-14
Six-Day Fundamentals of Locksmithing
 ALOA Training Center, Dallas, TX
education@aloea.org or
 (800) 532-2562, ext. 101

December 10
Fox Valley Chapter Meeting
 LaSure's, 3125 S. Washburn St., Oshkosh, WI
 6:15 p.m. dinner, 7 p.m. presentation
waunakey@yahoo.com

FEBRUARY 2020

February 5-7
IML Security Expo
 Sheraton Downtown
 Salt Lake City, UT
www.imlss.com

MARCH

March 4-6
IML Security Expo
 Universal City Hilton
 Universal City, CA
www.imlss.com

APRIL

April 24-25
Just Cars
 Caribe Royale Orlando
 Orlando, FL
justcars.us

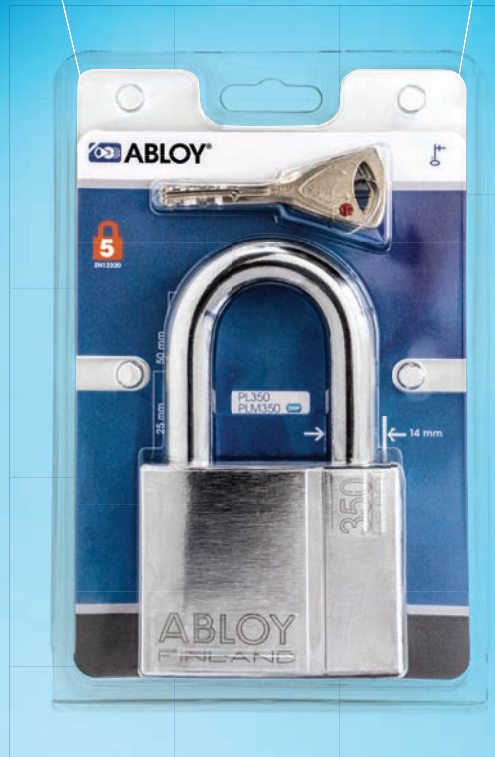
April 27-May 2
SAFETECH 2020
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JUNE

June 10-12
IML Security Expo
 Talking Stick Resort and Casino
 Scottsdale, AZ
www.imlss.com

JULY

July 19-25
ALOA Convention & Security Expo
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MERRY CHRISTMAS TO OUR MEMBERS AND THEIR FAMILIES! 'Tis the season to be jolly and count your profits made this year! Would you believe that we're wrapping up the year along with our presents? What a great year for forensic work. This comes with everyone earning and spending more disposable income on goods and services. Unfortunate accidents happen and lawsuits appear, and we forensic investigators reap the benefits of this turn of events.

What a great 2019 IAIL Forensic Conference at the ALOA Training Center in Dallas, TX. Everyone is still raving about Beta Tam's Tool Mark class! What a great addition to our education offerings.

Another group of students sat for the grueling Certified Forensic Locksmith (CFL) exam. Good luck to our new investigators! Keep in mind that IAIL allows its members to sit for the exam of your choice at any time while you are working on your mandatory requirements. After passing the exam, you have one full year to complete the other requirements to earn your CFL credential. If you cannot complete them within that year, you will need to take the exam over.

What is nice about the forensic conference is that everyone can sit down and discuss cases and different techniques they used or want to use. It is a great networking session, and it gives you a chance to connect with colleagues from around the world. Most work referrals are done by our members to other members — we are not competitors but instead are professional colleagues.

Case Referrals This Past Month

- Baltimore Police Department needed an automotive forensics expert, and I referred two of our best-qualified CFLs to choose from.
- An automotive expert in Florida was referred to North East Services in Florida.

Advertising yourself as a forensic investigator is important, and part of that is displaying your credential logos on your website and business literature. If you are a CFL and don't have the high-resolution version of the CFL logo, just drop me a note, and I'll send you one. For our members who are Certified Fire Door Inspectors and Certified Forensic Locksmiths, those two logos look great side by side.

If you have any comments, suggestions or questions, please contact me at iail-president@aloea.org.



Part of advertising your forensic services should be proudly displaying the Certified Forensic Locksmith logo and the Certified Fire Door Inspector logo, should that apply to you as well.



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The Rib Crib is one of many great local restaurants near the SAFETECH 2020 venue.

Living on Tulsa Time!

The area near the SAFETECH 2020 convention site is filled with great restaurants and fun things to do.

By Dave LaBarge, CPS, CML, GSAT&I

RECENTLY, THE SAVTA BOARD OF DIRECTORS VISITED TULSA, OK, to survey the host hotel and local downtown area for SAFETECH 2020. The annual convention will be at the Hyatt Regency Hotel, 100 East 2nd Street, Tulsa, OK, from April 27 until May 2, 2020, and will feature five full days of safe and vault technician educational and hands-on classes and the annual single-day tradeshow.

As we arrived earlier in the day than the other board members, Joe Reustle and I decided to scope out the local area, where we found quite a number of small res-

taurants, bars and other places to visit. While walking around downtown, we decided to grab lunch at Oklahoma Joe's, a barbecue restaurant less than five minutes from the hotel. Their menu includes a large variety of specialty BBQ sandwiches, ribs and side dishes at reasonable prices. Our lunch was excellent! To find out more, go to okjoes.com.

Continuing our downtown tour, we found ourselves outside the Hurts Donut Company storefront complete with a "killer clown" riding in the passenger seat of their "Emergency Donut Vehicle" (a very colorful, decal-wrapped former ambulance parked directly out front). Of course, after seeing the Emergency Donut Vehicle, we had to go in and check out their donuts. They had to have the largest selection of donuts I've ever seen. It's like Dunkin' Donuts on steroids. Even just finishing a BBQ lunch a short time



During your stay at the Hyatt Regency Tulsa for SAFETECH 2020, be sure to take in the interesting local architecture — and stop by Hurts Donuts for an unforgettable snack.

earlier didn't deter us from sampling several of their delicious donuts!

Practically right next door to the Hurts Donut Company was the Rib Crib, a BBQ joint that Joe and I decided the rest of the board had to visit for dinner — it just smelled so good! The next evening it would prove to taste as good as it smelled!

Later that evening, after meeting up with SAVTA President Mike Potter and board members Gene Gyure and Dan Billheimer for dinner, we found ourselves at McNellie's Public House. This should definitely be on SAFETECH attendees' list of convention dining places to visit, as that night's special was \$4 half-pound hamburger dinners. And, the specials change nightly. To find out more, check out www.mcnellies.com.

Meeting up the next morning for our tour of the Hyatt hotel, the convention associate greeted us with enthusiasm since

she wasn't familiar with or had ever heard of a "safecrackers' convention" before. Starting our tour at the loading/receiving dock, we wanted to make sure that it fit our needs for truck height as well as had elevators that can handle the weight of the safes used for the safe drilling classes. We also checked the route that the convention materials would travel through the hotel to the classes, the educational office and the attendee registration tables. The convention registration location was determined too, which has to be located at a convenient place for attendees to pick up their convention packets and to ask SAVTA/ALOA employees any questions they may have. Class sizes and locations were also determined at that time.

A lot more actually goes into producing the SAFETECH conventions than many may ever think of. Something as small as the number of electrical outlets

for the safe drilling class is considered when determining which class will be in which room, as well as the location of the "Tool Crib." This is something I've set up and organized for distributing the safe opening tools and equipment to SAVTA members during the safe drilling class since SAFETECH 2014.

Later that evening, we all walked to the Rib Crib just several blocks away. Located in the Blue Dome district, which is about five-minute walk from the convention hotel, the Rib Crib was very fairly priced. As we wondered why it was called the Blue Dome district, we were shown an old photo of a blue-domed building that we walked past on the way to the Rib Crib. Originally built as a Gulf gasoline White Star Service Station in the 1930s/1940s, it now houses a small local bar. The unusual building must have been saved from the wrecking ball during downtown



Tulsa is filled with history and beautiful unique buildings.

reconstruction of the 1970s or 1980s.

The menu at the Rib Crib had a wide variety of choices, including burgers, sandwiches, salads and, of course, ribs. After ordering our dinners, we were told of their free dessert afterward: ice cream. Now, I don't recall ever having ice cream after BBQ before, but it sure was tasty!

The BBQ was good, too! Check them out at www.ribcrib.com.

Tulsa's Finest

While in the Rib Crib, we even got a chance to meet with several of Tulsa's finest after three female police officers sat at the tables directly behind us. One of the board members mentioned "Live PD," a TV show that — at the time — I was completely unfamiliar with, that uses Tulsa as one of their filming locations. We jokingly mentioned to them that we were the president and board of directors for the largest safecracking association in the world and that our "safecracking convention" will be held in Tulsa in 2020. Of course, this got their attention. We assured them that we were "legal safecrackers," and then we suggested they visit during our classes for a "safecracking in progress" call.

Who knows? Maybe the SAFETECH 2020 convention will be featured on "Live PD." They did find the idea of a safecrackers' convention very interesting. Time will tell.

Besides the many places to dine or to have a drink or two, there are quite a few other places to see in Tulsa, especially if you enjoy local architecture. From the very modern glass-faced skyscrapers to carved-stone-facade buildings featuring gargoyles nearly a century old, Tulsa has a wide variety of architecture for those who enjoy viewing it. Also available during convention downtime are the rentable bicycles and scooters so commonly seen in larger cities today. And, for those who enjoy a bit of gambling, there are several casinos within a reasonable distance, including the Hard Rock Hotel and Casino Tulsa.

Before long, it was time to leave Tulsa for home. However, SAFETECH 2020 will be here before you know it. So, make your plans to attend SAFETECH 2020 in Tulsa from April 27 to May 2, 2020, and advance your safe and vault education while also enjoying a bit of Tulsa time, too. See you there. ☺

SAFETECH 2020

April 27 – May 2

Hyatt Regency Tulsa
Tulsa, OK

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Find out more on SAVTA.org!



With more than three decades of experience in the safe and lock field, **Dave LaBarge, CPS, CML, GSAT&I**, owner of LaBarge Lock and Safe Technicians

of Watervliet, NY, specializes in antique safes, as well as GSA safe and vault openings, repairs and lock retrofits. A SAVTA member since 1987, Dave describes himself as a safe and vault historian who services New York and New England. To find more info about Dave, see www.labargelockandsafe.com or "like" LaBarge Lock and Safe on Facebook. He currently serves on the SAVTA Board of Directors.

ALOA Security Professionals Association, Inc.

Board of Directors Nomination Petition



What ALOA Board Positions Are Open and Where Am I Qualified to Run?

- There are currently **four regional director positions** open for election in addition to the position of **Secretary**.
- ALOA members now elect the directors from their own regions.
- Only ALOA members from a region are eligible to run for the open position(s) in that region.
- Members from any region are eligible to vote for or run for the position of **Secretary**.
- You must have been an ALOA member for at least three years to be eligible to run for a director position.
- The following vacancies will exist for the election that will be held on June 3, 2020

Secretary	one position
Northeast	one director
South Central	one director
Northwest	one director
International	two directors

On this page you will find the required nomination petition, and on the following page, the commitment to ALOA board service form.

The following is the number of signatures required for each board position:

Secretary	25
Northeast Director	17
South Central Director	7
Northwest Director	3
International Director - Asia	5
International Director - Europe	5

If you have any questions, please contact the ALOA secretary:
Clyde T. Roberson, CML, CMST
(540) 380-1654 or by email:
secretary@aloea.org

I, the undersigned, request that _____ be placed
(name of nominee and member number)

on the ballot for _____ for the election to be held at the
(position for which individual is being nominated)

special meeting of ALOA-SPAI members to be held at the ALOA-SPAI International Headquarters,
3500 Easy Street, Dallas, Texas on June 3, 2020 at 11 a.m. Central time or any adjournment thereof.

I am eligible to vote in the _____ region.
(Associate, International, Northeast, Southeast, North Central, South Central, Northwest, Southwest)

1.	_____	_____	_____
	Printed Name	Member Number	Signature
2.	_____	_____	_____
	Printed Name	Member Number	Signature
3.	_____	_____	_____
	Printed Name	Member Number	Signature
4.	_____	_____	_____
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	Printed Name	Member Number	Signature
24.	_____	_____	_____
	Printed Name	Member Number	Signature
25.	_____	_____	_____
	Printed Name	Member Number	Signature

YOUR COMMITMENT TO ALOA BOARD SERVICE

(Please read carefully and sign where indicated)

The ALOA Board governs with emphasis on organizational vision rather than on interpersonal issues of the Board; encourages diversity in viewpoints; focuses on strategic leadership rather than administrative detail; observes clear distinction between Board and Executive Director roles; makes collective rather than individual decisions; exhibits future orientation rather than past; and governs proactively rather than reactively. (If you were not supplied a copy of the ALOA Board of Directors Governance Policy with this document, you may obtain one by contacting the ALOA headquarters office, or visit www.aloa.org.) The responsibilities of an ALOA Board Member include contributing a moderate amount of personal time, and a significant degree of professional guidance and expertise to the organization.

You will be expected to come to all Board Meetings and the Annual Membership Meeting. You will need to be prepared to sensibly discuss matters of great importance to your profession and participate in setting policy as part of a governing body. Your course of action during your tenure on the ALOA Board should be guided by fair-minded, constructive goals pertaining to matter of consequence for ALOA and for the industry. Your contributions are expected to benefit ALOA as a whole, taking individual member rights and concerns into account but free of the taint of partisan politics of personal gain.

On a practical note, ALOA Board Members are expected to behave and dress professionally at all times, especially when actively representing the association. ALOA Board Members are required to participate in three Board meetings per year, of two or three days in length, one each fall, spring and one during convention, in addition to the Annual membership meeting, which is also held during convention. Incoming Board Members are also required to attend Governance training classes and events during convention. Board Members may also be asked, on a voluntary basis, to represent ALOA at related local, state or regional functions, including serving in the ALOA booth, and otherwise promoting ALOA. When travel is required for a Board Member, expenses covered by ALOA include lodging, travel and a reasonable per diem. The Board has stipulated that assigned travel will be reimbursed at the lesser of the 30-day advance tourist class airfare in effect at the time of travel, or the current per-mile rate for travel by personal automobile, whichever is less. Spouse expenses, including extra room charges, etc. are the individual's responsibility.

I have read and agree to adhere to the ALOA Board of Directors Governance Policies. Furthermore, I understand the above responsibilities of an ALOA Board Member, and agree to commit my time and energies as needed. I certify all of the information contained on this form and supporting documentation to be true and complete.

Candidate Name: _____

Address: _____

Member #: _____ Phone: _____

Signature: _____

Date: _____

Membership Status: _____

Active _____ Life _____ Associate _____

Employer Name: _____

Address: _____

Please attach a recent photograph of yourself along with a 150-word-or-less biography and retain a copy of this form for your own files. This form and all supporting documents must be received no later than March 1, 2020. Mail or e-mail to:

Clyde T. Roberson, CML, CMST
Secretary, ALOA Board of Directors
3500 Easy St, Dallas, TX 75247
Email: secretary@aloe.org
Phone: (540) 380-1654



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Employee Acquisition, Motivation and Retention

Noel Flynn explains the art of finding and keeping employees who are a good fit for your business.

THIS IS THE SIXTH ARTICLE IN THE “TOOLS FOR MANAGING YOUR Business” series. We’ll discuss dealing with the fundamental challenges related to building and maintaining a workforce. Although this article won’t tell you whom to hire, it will offer some real-world tips and suggestions of what to do and avoid. As you read and reflect, you’ll likely see how three elements — acquisition, motivation and retention of employees — are inexorably linked.

Welcome to the Club

It’s early on a Monday morning. You’re gulping down a cup of coffee from your favorite mug and running a bit late, as usual. You worked in the field all last week, including on Saturday. (What else is new?) Most of Sunday was spent doing business paperwork and planning next week’s work... and also perhaps trying to squeeze in some time to be a parent and spouse or partner. Oh, and any hope of success faded for your Fantasy Football team, but you’ll get another chance next season.

Suddenly, it hits you. You’ve been playing this entrepreneur game for a while now and — despite the many scary moments (and some of your *really* big newbie blunders) — this business thing seems to be actually viable, and you’re still here. What a roller coaster ride and so much harder than anticipated. All those delusions about how much easier life would be when you become the boss/owner have long since vaporized. You ask yourself, “What was I thinking when I started this adventure? Is there something wrong with me?”

It also dawns on you that you have arrived in a strange netherworld or limbo that is often described as “too big to be small, and too small to be big.” Yes, you have the tiger by the tail and dare not let go. It’s a pivotal time when you must decide to either remain a one-person operation (maybe you have a helper or spouse who lends a hand) or begin to take your business to the next level with more staff.

The Path That Took You Here

Fundamentally, small business owners typically enter the entrepreneurial arena via one of three routes:

- Family business legacy: second, third or even fourth generation
- Created a job for yourself: needed a job. Downsized, unemployed or needed more income
- Created a business: tired of working for dumb people or giant corporations

Whatever your path, welcome to the world of the small business owner/entrepreneur. It’s not a common endeavor (studies suggest that only about one in 100 people are a good candidate for self employment), but it can be rewarding for those who are driven, possess the requisite attitude and can deal with a never-ending stream of challenges. It’s also a potentially good choice for those who just can’t work for someone else, for whatever reasons. You know, the ones who many parents and teachers said, “S/he doesn’t play well with the other children!”

Planning Your Expansion

You should begin by reviewing the relationship between your flow of work and your capacity to handle it. If you are already maxed out, then you waited too long, but better to get started now than not at all.

Quantify (in terms of demand volume versus your capacity to service the work) where your business has been, where it is now and where you’re going (or trying to go), within the next 12 to 18 months. The key here is to step back, take a wide-angle view, smooth out the peak and valley extremes and focus on the trends. Compare your current “steady state” (stable/continual) workload to your capacity.

If you continue to grow, whether because of managerial brilliance (in your case, the obvious reason) or in spite of

“The idea is to look over the horizon and anticipate your need to increase capacity.”

yourself, at some point you'll need to increase your capacity. That means doing at least two things: Figure out how to become more efficient at what you do, and identify what help you need.

Jettison the Clerical Stuff

For most hands-on entrepreneurs, the first no-brainer choice is to very reluctantly (I know how much you love it and hate to give up doing paperwork) delegate clerical functions to someone else. Then you can have more time to do field service work. It's often easier to find someone (spouse, relative, friend etc.) to work part time, possibly from home, if you don't have an office. Be sure to retain monetary controls — such as signing checks and reviewing of bank statements — so that you don't get ripped off. Make sure you reconcile cash in and cash out daily!

Once you delegate common clerical tasks, immediately begin your technician recruiting process. Don't wait until you are drowning in work, or you may put everything you've achieved at risk, as you're more likely to rush and then botch the hiring effort. Again, the idea is to look over the horizon and anticipate your need to increase capacity. You may want to review some earlier relevant articles in this series, such as “Tracking and Measuring” tools.

Which First: the Chicken or the Egg?

For many growing companies, the real challenge is trying to hire one quarter or one half of a person. In other words, you need more capacity but not enough to justify recruiting one whole incremental person. You must accept that you'll never have a perfect match between demand and production capacity.

Obviously, any information regarding your customers' anticipated demand and growth plans could be the key to timing workforce expansion. Any anticipated new customers and incremental work opportunities would clearly be a factor. But, you must also consider the experience level of the person you plan to recruit, what's available and what you can afford.

The Case For Growing Your Own

There has been a seismic shift in our society from trade and craft jobs that are more hands-on in nature to financial, clerical and office-type careers that often require a college education. Moreover, today's youth are less interested in manual labor, and we have inadvertently discouraged apprenticeships in the trades. Indeed, too many vocational schools have been closed, but as more baby boomers retire, we continue to need mechanics, plumbers, carpenters, electricians and, yes, locksmiths. Unions seem to be the only organized source of this type of career training.

Faced with this new reality, like it or not, you may have to grow your own technicians. If you opt for this approach, you might want to read *Running A Successful Service Company - Made Easy* by Tom Resciniti Demont (available from the ALOA SPAI bookstore). This book includes a detailed section on locksmith apprenticeships, including a step-by-step process for training a new recruit. Success will require recruiting the right individual and having a detailed progression plan.

Recruiting From the Marketplace

If you decide to recruit from the open employment marketplace, the good news is that there are some very efficient and effective Internet resources (LinkedIn, ZipRecruiter and Indeed, just to mention a few) for finding what you're looking for. But do yourself a really big favor by investing meaningful effort up front, or you will waste lots of your precious time. What do you really need, and is that the same as what you say you want? How much incremental sales volume will you need to offset the cost of the new hire, and how will you obtain it? Why should a promising candidate select your firm?

Keep in mind that there are state and county job service organizations that can offer wage guidance and even potential recruits. And don't forget about our deserving veterans who can be a potential pool of mature individuals looking for careers, rather than jobs. Remember that there are many women who are viable candidates for this traditionally male-dominated career field.

Of course, you might get lucky and encounter a promising individual via the old-fashioned word-of-mouth method. Be sure to keep your ears open and let folks know you are looking. But please have a written job description and specific, realistic and relevant “must haves” and also “nice to haves.” Without this, you might subject yourself to being asked (even pressured) to recruit someone's problem child, an unqualified relative or even some customer's lost cause nephew. HINT: Look for the telltale forehead tattoo “Failed Inspection!”

Be *certain* to include in a job description, all employment advertisements, listings or postings that there is a requirement to pass a background check, have a clean driving record and ability to pass an initial (and also ongoing) drug testing. Some government work may require this from you as a contractor. If you don't do this, you will regret it! How to deal with the legalization of marijuana is beyond the scope of this article.

It's a Sellers' Market

In case you haven't heard, the U.S. economy is breaking just about all previous records for full employment. Indeed, there are an estimated seven million unfilled jobs and only about six million job seekers, while the unemployment rate hovers around an incredibly low 3.6%. So, you had better know what you need and be prepared to pitch your company as a compelling career choice.

NO, you don't have to offer the highest wages and benefits, although you should be realistic. Many people don't really know what career they want, and an offering to train a new employee for a career can be very appealing to a job seeker. As an employer, you need to establish a vocation path that is appealing.

Avoid Trying to Fit Round Pegs in Square Holes

Your requirements for passing a background check, etc., will definitely thin out the herd of applicants. Depending upon where you live, you may only be left with a few skinny cows! Next, insist that they complete an application for employment, which you can find at office supply stores.

Look for predictive "fit" indicators to use as potential screening filters, but you should consider many factors. As one obvious example, if someone enjoys working on car engines, tinkering (know anyone who suffers from this affliction?), taking things apart or engaging in some other mechanical endeavor, that's suggestive of a good fit. Keep in mind that even the so-called electronic locks and access control devices are actually *electro-mechanical*.

Unless you have (or are about to have) significant access control business, you probably cannot afford someone with significant experience in this area. An individual with substantial computer skills will likely be unhappy unless they are kept busy with this type of work. However, ideally, candidates should have basic computer skills. If they are unfamiliar with emails, text messages, smartphones and today's internet world, you should probably pass on that candidate. Indeed, you should really include this skill set in your requirements, along with drug testing etc.

"How much incremental sales volume will you need to offset the cost of the new hire, and how will you obtain it?"

Avoid Selecting From a Basket of One Candidate

Although we already stipulated that today's employment scene is a sellers' market, it's a bad practice to choose from a field of only one candidate. If you find yourself in this unenviable position, go back and start again. It may be frustrating, but unless you are extremely lucky, you are far better off having to choose from several candidates who meet or exceed your "must have" requirements.

Tips About Interviewing

Unless you do lots of interviewing and have had some relevant training, you're probably not very good at it. It's OK — most are not! Here are a few recommendations for interviewing after the screening process.

First, if you find that you are doing more than about 40 percent of the talking, ask more questions and listen instead. Have a list of standard questions that you ask every candidate. This will help you to be consistent but, of course, you may have some different questions applicable to the particular level you are recruiting for. You would not focus on managerial questions when recruiting for a clerical or technician slot. However, you should include some questions that may indicate a candidate's potential for growth and promotion.

Another common interviewing mistake (for any job level) is asking too many questions that can be answered with either "yes" or "no" responses. Having already read the resume or application, begin with "Tell me about yourself, especially anything relevant to your career." Try not to interrupt, but follow up with more open-ended questions such as "Can you elaborate on that?" or "Tell me more about that. Can you provide an example?"

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One simple but effective technique that escapes many interviewers is the selective use of what some might call a “pregnant pause.” In other words, when the candidate finishes explaining something, especially in response to your question, try a deliberate momentary pause, where appropriate. Do this when you believe there is more that you need to hear, or you sense that something is being omitted from the reply. Interviewing is a bit like cross-examination inasmuch as you want to structure your questions in concentric circles. Begin on the outer edge with open-ended questions that are broader and then systematically move in closer from circle to circle with more pointed questions. See how they handle some pressure!

Today’s employment world includes candidates from several different generations, including baby boomers, Gen X and millennials. Although we need to be an equal opportunity employer, ignoring the relevant employment traits and motivational differences between and among these generations can tank your recruiting results. Although beyond the scope of this article, be sure to read the ubiquitous research regarding the priorities and differences about how these generations think about work and approach employment, motivation and values. Make sure you focus on the relevant employment considerations, rather than lifestyle factors.

The Incredibly High Cost of Employee Turnover

There are lots of studies and research that tries to quantify the cost of employee turnover — and they consistently agree that the cost is *very* high. The later you begin planning to expand your workforce, the greater pressure you’ll place on yourself to hurry up and fail. Do you really need more stress? Be sure to temper your approach according to the level of employee being recruited! A higher-level position deserves greater scrutiny.

For many, this becomes a self-fulfilling prophecy. The more stress you place on yourself, the more you’ll tend to rush and try to force-feed and even pervert the natural recruitment process. Ultimately, you will likely do one of two things: convince yourself there are no viable candidates available or, even more unfortunately, you will hire the “best of the worst” and live to regret it — oh, and probably have to begin the recruiting process again anyway. So why not do it the right way the first time? Avoid trying to clone yourself... at least for now. Mankind may not be completely prepared for a second you!

If you have ever bought a house, you already know that going back to take a second look is crucial. You *will* see things that you initially missed, and it’s the same with recruiting employees. Anyone who makes the first cut into the “potential keeper” resume stack needs to have a preliminary phone interview with

you. If they survive this step, consider an in-person interview.

Final candidates should have at least a second interview with you and other key members of your team. If the team is only you, see if you can find a suitable individual to join you for the interview. I've found that involving a second or third person provides a unique opportunity for the hiring decision maker to observe how the candidates handle themselves answering questions from someone else. Listen carefully for inconsistency or alerts.

You could also use a professional recruiter to find candidates, but smaller firms view this as unaffordable, and recruiters may not be interested unless the endeavor is lucrative enough. Nonetheless, it is an option and may not be as costly as making mistakes or striking out. How much is your time worth?

When you arrive at the final list of candidates, you might want to consider using one of the various employment-matching tools that are available at very reasonable cost, especially when compared to a professional recruiter. If you are unfamiliar, these are pre-employment tests developed by industrial psychologists to help reveal candidates' work-related profiles and relevant characteristics. They are usually simple and quick to administer and can be surprisingly informative. Sometimes, the accuracy is best described as "scary."

You should never rely solely upon such tests, but they can be very effective, efficient and affordable candidate-screening tools. Larger companies also use these to identify managerial styles and understand how managers approach issues and decision-making. We are all wired a bit differently. Indeed, you've probably met some with hazardous "faulty" wiring. (Yes, I know. Far too often, those with some faulty wiring are the boss! Who knew?)

Attitude Rules the Day

Having been involved in the recruiting process (on both sides) far too many times, if I can share one thing that I have learned, it is that "attitude" rules. Of all the factors and desirable characteristics that we can and should consider in the recruiting process, give me a candidate with a good attitude. Of course, candidates must be reasonably qualified, but the one thing that can't be taught and is extremely unlikely to change is the candidate's attitude.

Watch out for people who openly bad-mouth past employers (although, sometimes their complaint may be legitimate) and especially those who suffer from CVS: Chronic Victim Syndrome. Don't bother to Google it, because I just made it up. Some individuals just seem to go through life followed by a dark cloud and a perpetual conspiracy against them, in virtually

"Unless you do lots of interviewing and have had some relevant training, you're probably not very good at it."

every place they have ever worked. Sniff this type out quickly and professionally jettison this potentially poisonous baggage. Now, let's move on to the topic of employee motivation.

Why Don't My Employees Think Like I Do?

Wish I had a thousand dollars for every time an owner has asked this question. Let's explore this one a bit further in the context of motivation, although it also has retention implications that will be discussed later. Here's one answer: "For the same reason you don't think like they do." Or, "And what was your attitude when you worked for someone else?" How soon we forget!

At the risk of sounding obvious, that's why you call them "employees," whereas you are called the "owner." Unless you hire someone who has been a business owner, you're not likely to have employees who think, act like or fully appreciate what it's like to be an owner. They have never had to struggle to make payroll and, despite what you tell them, they probably think that you are rolling in loot! For many, they see the spread between what you charge customers versus what you pay them. But they are usually clueless as to the high cost of running a business and such considerations as overhead, cash flow, etc.

But you can have some employees who sincerely care about the business and come close to acting like an owner, to some extent. Legitimate, well-designed incentive programs based on the company's performance can be a strong motivational tool. Remember, the only reason *you* know how expensive it is to run a business is because you see and have to pay the bills. This brings us to a discussion of how much information should be shared with employees.

To Share or Not to Share Data? That Is the Question.

If employees don't see what you see, why would you expect them to know what you know? Should you share any numbers? How much and what should you share? Somewhere between sharing



nothing and sharing everything is the sweet spot. Gradually share a bit more, but not all, and remember that you can't get the genie back in the bottle.

A little information can be a dangerous thing. As your workforce grows, share more carefully selected data with higher-level managers but also share some meaningful data with your team. In the early stages, look for information and data that is both useful and yet somewhat benign. Perhaps it's the number of service calls per day and trends. A bit of friendly competition between and among workers can be healthy, as long as it is fair and constructive. Do not share your financial statements, but do let employees know how expensive it is to run the business.

If your business grows large enough, you can elect to share certain details of your P&L with your primary managers. Although certainly beyond the scope of this article, you can, where appropriate, take this to a much higher level.

Employee Retention

When appropriate, you can develop combinations of non-compete agreements, retirement annuities and all the way up to and including equity participation programs wherein key employees can become minority owners.

But take a step back and recognize that study after study confirms that, although income and benefits are undoubtedly important, the primary reason people remain at a job is that they enjoy the work environment — and thus look forward to going to work. Of course, enjoying the job and company certainly won't prevent employees from leaving if there's a compelling personal or family circumstance such as a need to relocate and/or a perceived significant career growth opportunity for a spouse, partner or self.

In Conclusion

- Anticipate your need to expand, and don't wait too long to begin recruiting.
- Be clear about what you need, and have a plan that includes a job description.
- Use proven screening methods and interviewing techniques.
- Avoid "shoehorning" the fit, but don't look for perfection either.
- Don't try to clone yourself. Hire strength where you are lacking depth.
- Be prepared to grow your own. Have a sensible career progression plan.
- Provide frequent feedback on expectations and performance.
- Observe and spend constructive time with your team — especially new recruits.
- Don't make the new recruit call you "Yoda."

The next article in this series will be on performance incentive programs (PIPs). We'll discuss the design and application of programs intended to reward employees' performance. ☺



Noel Flynn is a degreed business management consultant with global senior leadership experience, including more than 20 years in manufacturing, wholesale distribution and consulting sectors of the security industry. Noel has been a senior executive, officer, board director and advisor to not-for-profit and for-profit companies in numerous industries worldwide. This includes being an ALOA board member since 2011, and he is also an ACE instructor, developing and teaching business management.

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MS119-G-CK	15¼"	11½"	12½"	12"	8½"	8½"	61	\$315.00
MS119-G-E	15¼"	11½"	12½"	12"	8½"	8½"	61	\$395.00
* MS912-G-CK	13½"	16¾"	15¼"	9½"	12¾"	10¼"	85	\$355.00
* MS912-G-E	13½"	16¾"	15¼"	9½"	12¾"	10¼"	85	\$445.00
* MS129-G-CK	16¾"	13½"	15¼"	12¾"	9½"	10¼"	85	\$355.00
* MS129-G-E	16¾"	13½"	15¼"	12¾"	9½"	10¼"	85	\$445.00
* SS1612-G-CK	20"	16¾"	17½"	16½"	12"	12½"	140	\$498.00
* ES1612-G-E	20"	16¾"	17½"	16½"	12"	12½"	140	\$575.00

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Social Media Challenge for December

Post some non-business-related content to tap into the holiday spirit of your followers — and maybe gain some new ones. **By Katelyn Lucas**

WHETHER YOUR COMPANY'S ONLINE PRESENCE IS POPPING OR non-existent, the holidays are an excellent opportunity to boost your impact and make lasting connections with your past, current and prospective customers.

With December's social media challenge, we're focusing on generating content that is relevant, educational, inspirational and informative. The goal of this challenge is to have at least one quality social media post daily. Take the prompts with a grain of salt; if your company has a holiday party, share that! If you and your crew are volunteering somewhere, humbly brag about it and shed some light on the organization you are supporting. Consider collaborating with a local nonprofit to house a donation bin at your storefront or sponsor a family's dinner and gifts as a business. Encourage your supporters to join your efforts to give back and post about the journey and its excitement!

Day 1: Happy Holidays from our crew to yours! A group photo is a nice way to start the challenge off right.

Day 2: Case of the Mondays? Post a photo from your morning: a cup of coffee, sunrise, commute or a peace sign in front of your storefront or van. Wish your customers a great week ahead.

Day 3: Give a shout-out to one of your favorite local small businesses and thank them and their crew for always doing a great job, whatever their job is! Encourage your followers to patronize.

Day 4: Wayback Wednesday: Post a photograph of an antique lock or safe. Ever wonder what's protecting Santa's workshop?

Day 5: Having a "Safe" Holiday: As the holidays approach, our homes are often filled with visiting friends and family. If your home is not already equipped with a safe, 'tis the season! In addition to securing your valuables in the midst of all the hustle and bustle of celebrating, it is also important to safely secure any firearms, weapons and medications when hosting

“Encourage your followers to practice random acts of kindness as the holidays fast approach.”

visitors — especially if your visitors include small children. Include several photos of different safes, big and small. Or post a video if you are feeling ambitious. Feel free to tag your favorite vendors in the post for additional traffic to your page.

Day 6: Pick up a locally made treat for your staff. Take a photo and tag the bakery in your post. Encourage followers to order their holiday goodies for their next gathering.

Day 7: I dare you to go take pictures on Santa’s lap in your uniform. Bonus points if your whole crew is willing! I bet it will be your most popular post of the month. Humor always wins!

Day 8: Sunday Funday! Share a picture from your adventures. Remind customers to take the time to be grateful during a busy season.

Day 9: Patronize other local small businesses. Share some of your favorite gifts available from other small businesses in your area.

Day 10: Post some gift ideas that you carry in stock. Stun guns, small tools, keychains, sports lanyards and small safes are all great options for the difficult person to shop for in a family!

Day 11: Thank your local law enforcement and public safety workers this season. Swing by the police station or firehouse with some treats and a thank-you card signed by your staff. And, of course, post about it!

Day 12: Throwback Thursday: Share a picture from your first job or the logo of your first workplace if it is something recognizable.

Day 13: Is your storefront decorated? Share a photo! If not, share a photo of your favorite festive decorations in town.

Day 14: Take a picture of your workspace. Encourage your followers to have a productive day — early bird gets the worm!

Day 15: Happy National Cupcake Day! Post a picture of a sweet treat or a shout-out to a local shop where you can get one.

Day 16: Share your holiday schedule. Take the time to share your holiday hours and any other ways it may impact your availability and your customers’ means of contacting you. (Make sure you update any online booking availability, set your voicemail machines or call-answering services accordingly, and set those email away messages as well!)

Day 17: Hold the door! Encourage your followers to practice random acts of kindness as the holidays fast approach. Hold the door for the person after you, be patient and say thank you!

Day 18: Put some holiday treats like candy canes or chocolate squares out for customers. Make a post and encourage them to come on in and indulge!

Day 19: Repost an image or infographic from one of your favorite vendors.

Day 20: Flashback Friday: Share a picture from a holiday way back when.

Day 21: Pour Local! Share a picture of your coffee cup from a local cafe or of your local adult beverage at dinner. Tag the source and encourage followers to give it as a gift this season!

Day 22: Happy Chanukah! Find a relevant graphic online, or make your own.

Day 23: Post some mall safety tips for the next few days. Caution your followers against storing valuables and gifts in their trunk as the holidays fast approach. Encourage them to park in well-lit areas and avoid being distracted by cellphones.

Day 24: Happy Holidays from our crew to yours! Post a group picture or a picture of your holiday card, if relevant.

Day 25: Merry Christmas! Post a festive image or a picture of your favorite holiday mug! Remember that you can schedule



“I dare you to go take pictures on Santa’s lap in your uniform. Bonus points if your whole crew is willing!”

any content this month to post using an app such as Hootsuite. That way you can truly unplug and enjoy your holiday work-free.

Day 26: Happy National Thank-You Note Day! Jot down a quick thank-you note. It can be a Post-it note to the mail carrier at the office or something more meaningful. Snap a picture, sign it with your name and business name and challenge your followers to do the same.

Day 27: Post an image of your favorite holiday beverage or treat. Consider sharing a festive mug, a sweet treat or holiday cup from your favorite coffee shop. You could even post a traditional family recipe!

Day 28: Share a funny meme about locksmithing. A quick image search will find plenty of material available online.

Day 29: Be sure to share any changes to your usual schedule with the upcoming holiday. If you will remain open as usual, be sure to share that as well!

Day 30: Did someone say National Bacon Day? Post a picture of a bacon-filled breakfast or tag a local business that cooks up the best bacon in town. Or make your crew’s day and bring the bacon to the office!

Day 31: New Year’s Eve: This day provides a relevant chance to post information on safe driving practices and remind your employees, family and friends to arrange for a designated driver and to never drink and drive. Wish your followers a Happy New Year!

The holidays provide a great chance to bring various communities together. The season also provides a passive way to engage users on social media. You can build your name recognition and your community presence by consistently sharing throughout the month of December. By posting things that are not exclusively business-related, you will likely engage followers who would not normally comment or like your posts, and the hope is that you may even attract new followers. With the business-to-business posts encouraged here, you will also connect with other local small businesses online. When you patronize other local businesses, leave a business card behind and share those positive experiences on your company’s social media. If they have a strong social media presence, they may repost your image or praise, and this will help bring more local followers to your page as well! 📸



Katelyn Lucas is based in the Bay Area of California, where she manages her family’s fourth-generation locksmith company. She is the co-founder of If Only You Knew Inc., a 501(c)3 non-profit uplifting foster youth and their caregiving families. To learn more and support their efforts, visit

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THESE ARE A FEW OF MY



Favorite Things



Steve B. Fryman, CRL, CAI, CISM,
discusses a few items that help him on
the job as an institutional locksmith.

W E ALL HAVE THINGS THAT WE REALLY LIKE AND LEAN ON heavily to get the job done. I wanted to share some of my favorite things that I have grown fond of. I am not trying to sell anything; these are things that I simply like and am passionate about.

ITL Code Machine

I have had the privilege and honor to use ITL machines for most of my career. This machine is like a battleship. The machine in *Figure 1* is 20-plus years old and is as accurate as when it was unboxed.

The cutting wheel and keypad were recently replaced after thousands of keys made. I called the manufacturer and told them I wanted to do a tune-up on the machine, and they directed me to someone within a four-hour drive from me who

had the parts ready. I stayed overnight while the machine received its tune-up.

We were very fortunate to have three ITL machines, so an overnight road trip taking this workhorse out of action worked out well. The ITL machines are the lifeblood of our key issuance operation, with machines dedicated to specific brands. Two machines are for BEST, and one is to cut Corbin Russwin. We are servicing over 400 buildings with an undergrad population of around 45,000. The Corbin Russwin

“The ITL machines are the lifeblood of our key issuance operation, with machines dedicated to specific brands.”

machine — the ITL 9000 (*Figures 2 and 3*) — is also used to cut file cabinet and desk keys by code.

The ITL 9000, with the use of the serial port, can be paired to a computer with code software providing one-touch key fabrication by code, saving time and money. The code software replaced volumes of REED code books in binders. The binders took up an enormous amount of space in a small work area. I love living in the digital age of computers and software.

We have customers take pictures of the codes stamped on the plug, also verifying



Figure 1. The author says this ITL machine, which is more than 20 years old, is still as accurate as when it was new.

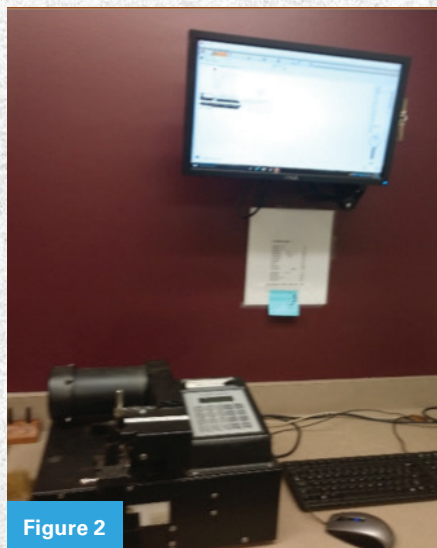


Figure 2



Figure 3

Figures 2 and 3. This Corbin Russwin machine — the ITL 9000 — is also used to cut file cabinet and desk keys by code.



Figure 4



Figure 5

Figures 4 and 5. The Numberall #90 serializes keys with sequentially unique numbers.



Figure 6. This ILCO engraver (left) saves hours on large master key projects. The stamping dies and tray are shown on the right.

keyway. Then they digitally send us an attachment in an email, and minutes later the customer is picking up the key. My dad would be amazed; we only dreamt of this kind of stuff

Numberall #90 Serializing Machine

I love this machine (Figures 4 and 5). It machine-serializes keys with sequentially

unique numbers. Each key then can be appended to employee and student records. The numbers automatically change with the push of a lever. This is another time saver for anyone serializing keys as part of their key issuance policy.

ILCO Engrave-It Pro

This saves hours on those large master key projects (Figure 6). This Engrave-

It PRO is worth its weight in gold! You can engrave most anything with it: key tags, key blanks, IC cores, cylinders and more. We use this engraver for IC cores and key tags. You must buy templates to hold what you are engraving in place.

Secured Key Rings

Both styles of these secured key rings are great for key audits. The secured rings in Figure 7 need tools to seal the ring and can only be used one time. The one-time use rings are lighter and less expensive than the reusable secured ring in Figure 8.

This being said, the ring in Figure 8 can be reused for years and is more sustainable.

Secured rings are a great way to make sure the person issued keys does not hand keys to unauthorized personnel. It also saves time when doing key audits, making only counting keys for each ring necessary.

Electronic Key Management Systems

The boxes in Figure 9 are made by Traka, an ASSA ABLOY company. These boxes sit in my foyer and are accessed 24/7 by vendors, contractors and employees. Years ago, we were on the chit ticket system for vendors and contractors — old school and not an efficient way to manage important keys (Figure 10).

I currently manage 15 boxes across campus, with the majority of users being custodial staff. The Traka boxes are an institutional key shop manager's dream: an audit trail on a metal key. Prior to using Traka, keys were locked in a file cabinet, with the supervisor giving out the keys in the beginning and end of the shift. We lost numerous hours of valuable work time each week, providing a true return on the investment!



Figure 7

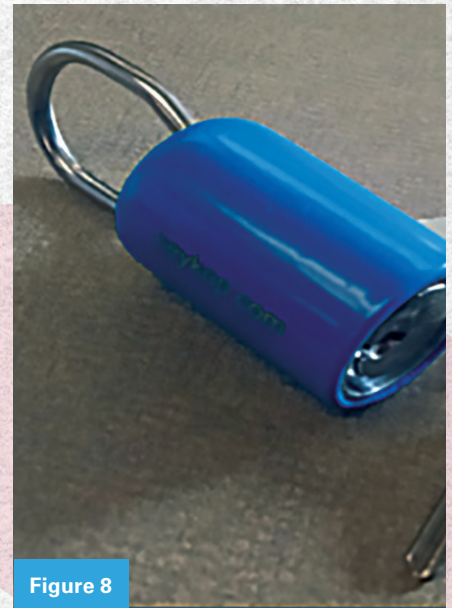


Figure 8

Figures 7 and 8. The secured rings in *Figure 7* can only be used one time but are lighter and less expensive than the reusable secured ring in *Figure 8*.

These are just a few of my favorite things. We live in a digital age that is changing rapidly. We, as security professionals, need to embrace ways to work smarter to improve the security culture around us. I realize these items are costly, but so is the loss of life and property, which we are mandated to protect. Let's be forward-thinking and budget for items such as these as we push fearlessly into the future. ☺



Steve B. Fryman, CRL, CAI, CISM, has worked in the physical security field for more than 40 years. Now working as the key shop manager at Florida State University, he previously served as an institutional locksmith at the University of Florida and in the private sector with his own locksmith business. He developed the first curriculum and testing for the Certified Institutional Shop Manager designation, making him the first recipient of this credential.



Figure 9



Figure 10

Figures 9 and 10. The Traka boxes in *Figure 9* can be accessed 24/7 by vendors, contractors and employees. The old-school style of the box is shown in *Figure 10*.

PATENTLY IMPRESSIVE

Tom Gillespie CML, CIL, CCL, details some of the inventions and patents of prolific lock industry inventor Theodore H. Johnstone.

SINCE I STARTED OUT IN THIS PROFESSION IN 1969, I'VE HAD THE PRIVILEGE of learning many interesting facts about locks, keys and their origins. I'm sure many of you can say the same. I've also broadened my experience through education gained from industry leaders and the privilege I've had to teach various subjects at trade shows and seminars over the years. Not long ago, I had the pleasure of meeting a pleasant lady at a large dinner banquet. With about 10 people at our table, there was a lot of discussion about various topics, including the standard, "What do you do for a living?" As I explained my profession to my dining companion, her eyes lit up, and she said, "Oh, then I'm sure you know all about my father, Ted Johnstone!"

My blank stare did not impress her at all. Answering, "Who?" gained no points for me either.

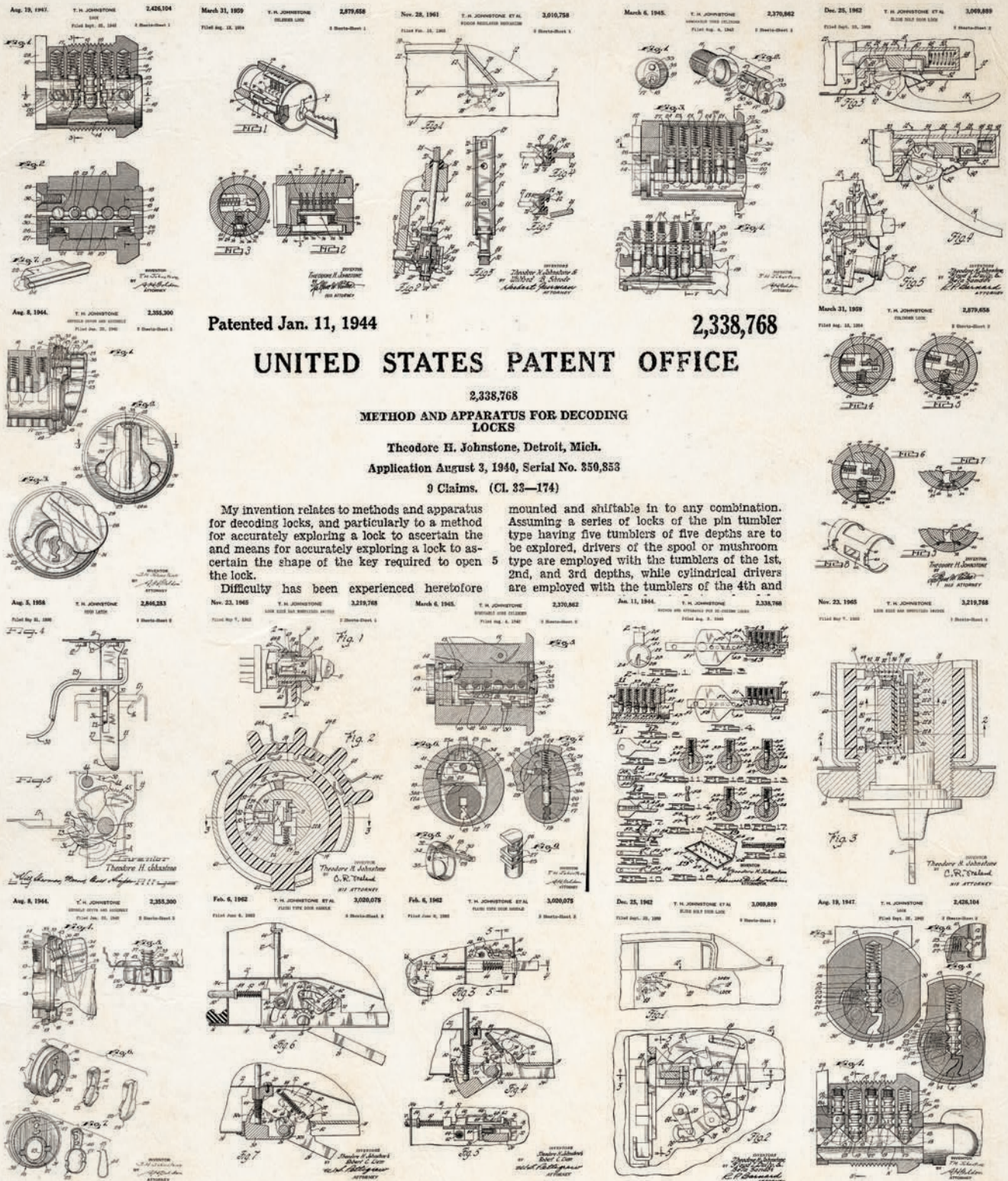
She explained how Theodore H. Johnstone had invented a variety of lock-related items in his career and held more than a dozen patents for lock-related hardware between 1940 and 1970. She added that his patents included inventions related to Yale Lock and General Motors, among others. I listened politely and decided to find out just how Mr. Johnstone had eluded my world of knowledge for five decades.

I've always found the stories behind the brilliant inventors of our industry to be interesting. My personal friends include some well-known industry leaders who hold an

impressively long list of patents. Adam Weinraub continues to expand the list of PRO-LOK's unique professional tools. Bill DeForrest Jr. designs and develops a variety of useful locksmith service and installation items at Major Manufacturing. And George Hill has made Keedex a go-to source for tools and equipment vital to our profession. But who was Ted Johnstone?

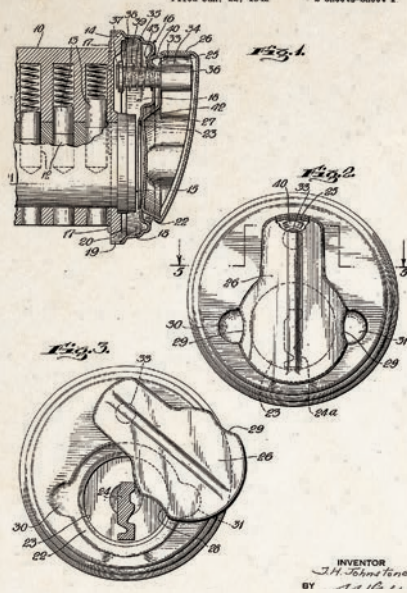
I researched his patents and read through dozens of technical patent pages. If you've never read patents, they are amazingly detailed and specify every movement, purpose and interaction of each small integral part of the item. They can be repetitive, enlightening, confusing, boring and educational all at the same time. Some of the terminology presented herein comes directly from the patent, and some is a modified, simplified version of the patent wording itself. Any of these patents can be examined and read in their entirety by entering the patent number at <http://patft.uspto.gov>.

Below is what I discovered.



Johnstone Patent Group

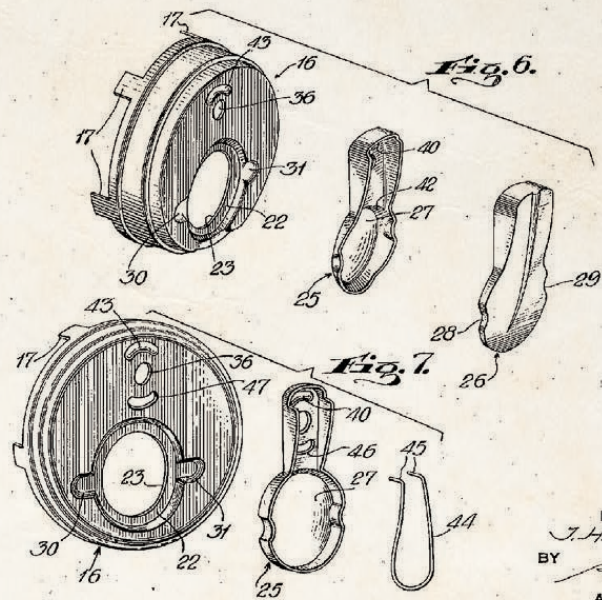
Some of Ted Johnstone's lock industry-related patent papers are presented in this collage. He also had non-lock-related patents. I've included details on 14 patents, including door, trunk, ignition and window locks; lock accessories; picking prevention; power locks; removable cores; key switches; handles; and latches.



INVENTOR
T. H. Johnstone
BY [Signature]

1944 Keyhole Cover

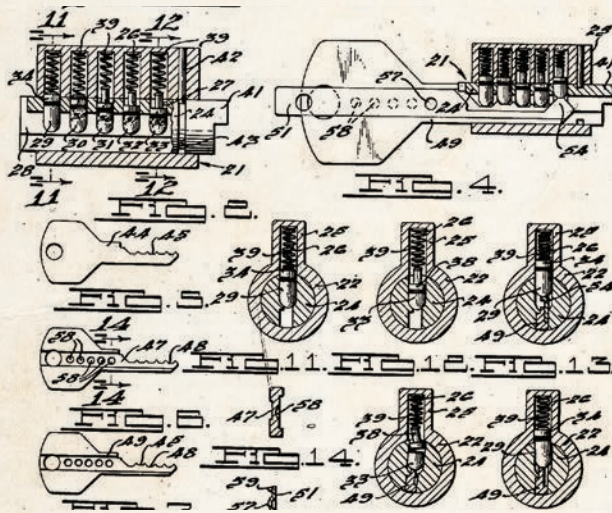
Patent #US2355300 was filed in 1942 and awarded in 1944. The patent was assigned to The Yale & Towne Manufacturing Company. The spring-loaded keyhole cover and scalp were designed to be manufactured as a sub-assembly for mounting on any one of a series of existing mortise cylinders. This assembly would attach over the face of an existing cylinder in the same simple manner as a trim collar. The intent of the design was to prevent the entrance of rain or snow into a keyway and facilitate the removal of water or condensation from the keyway.



INVENTOR
T. H. Johnstone
BY [Signature]
ATTORNEY

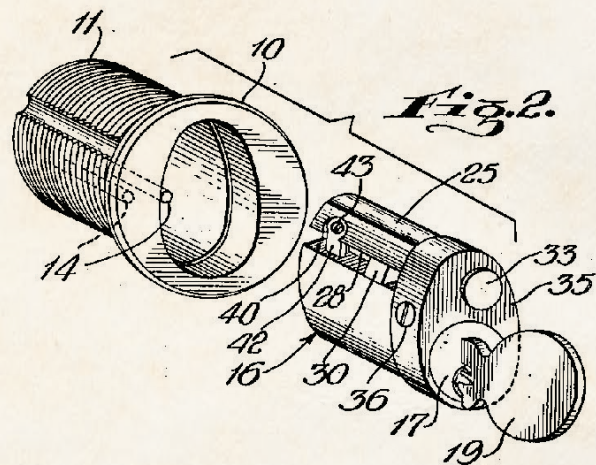
Keyhole Cover

An air space is formed between the scalp and the head of the cylinder. Because the scalp should always be colder than the cylinder and the keyway or plug, any vapor that may be present within the keyway will condense on the inner surface of the scalp. Any water that condenses will be able to leave the air space, flowing by gravity downward through the opening formed by the slot in the scalp and the slot in the head of the cylinder.



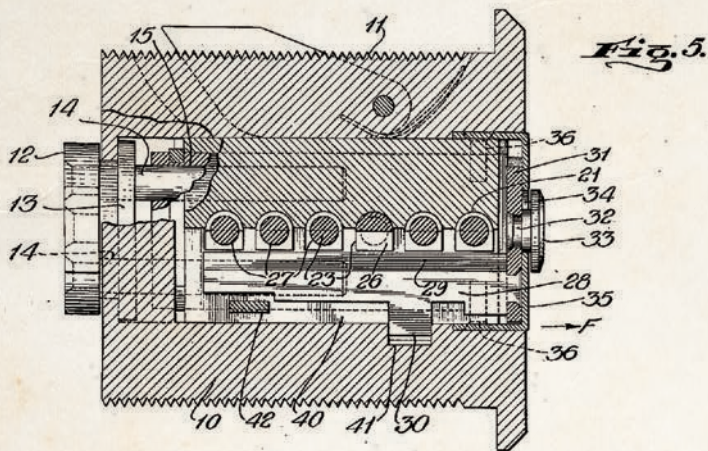
1944 Lock Decoder

Patent #US2338768 was filed in 1940 and awarded in 1944. This tool provided a method for accurately exploring a lock to "ascertain the shape of the key required to open the lock." Decoding picks are provided and placed in the slot in the guide key and advanced to each of the tumbler positions of the key. The lock is tried for each position until — through the rotational movement of the plug beyond the normal amount — the tumbler for that depth is located. This concept looks like a much more recent auto decoder tool.



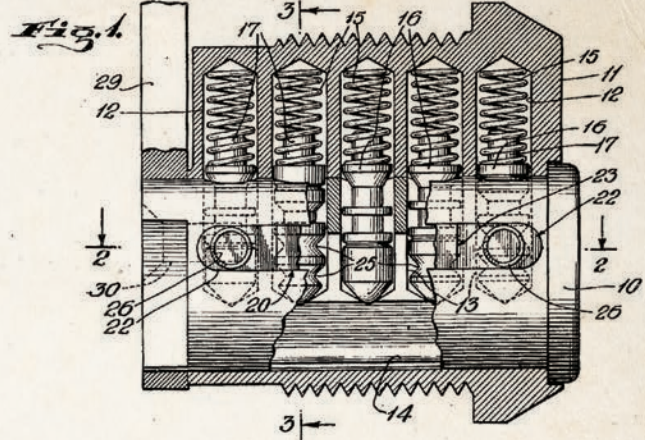
1945 Removable Core Lock

Patent #US2370862 was filed in 1943 and awarded in 1945. This patent was also assigned to The Yale & Towne Manufacturing Company. The "removal" key activated the specially designed multi-slot drivers so that their deep slots are aligned, then the retainer member could move to its position in which its fence portion is within the release slots. The retainer is formed with a retaining lug as well as a fence and with a slide secured by a pin to a push button.



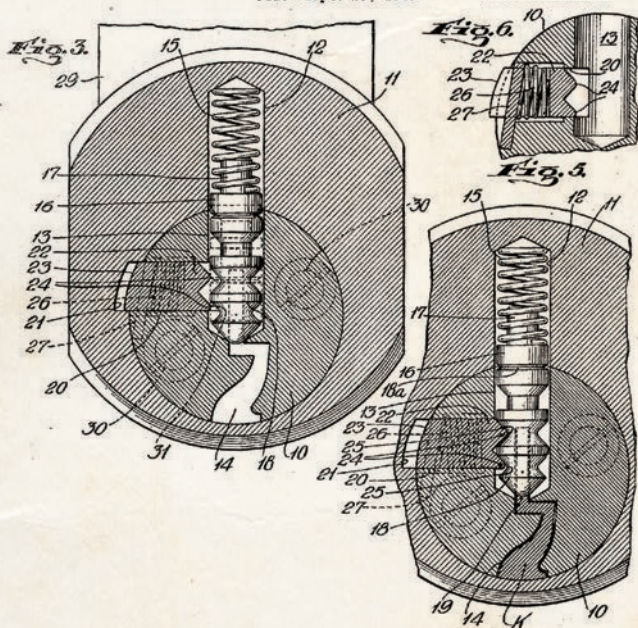
Removable Core Lock

The push button moves the fence of the retainer into the gates or slots of the drivers when those drivers are aligned. The lug prevents any removal of the cylinder lock core from the core housing until the retainer is moved to the proper position by the control key. Should an attempt be made to pick the lock by force to the drivers, the movement of the fence into the shallow slots will cause the portion of the slide to lock the key plug against rotation.



1947 Pin Tumbler Sidebar Lock

Patent #US2426104 was filed in 1943 and awarded in 1947. In this design, the locking bar moves in a mounting slot in the key plug and is projected into an opening in the cylinder that's in the form of a locking slot. Springs project the locking bar out of the slot in the cylinder into the key plug. The tumblers interact with the locking bar by grooves to permit the locking bar to move out of the slot in the cylinder.



Pin Tumbler Sidebar Lock

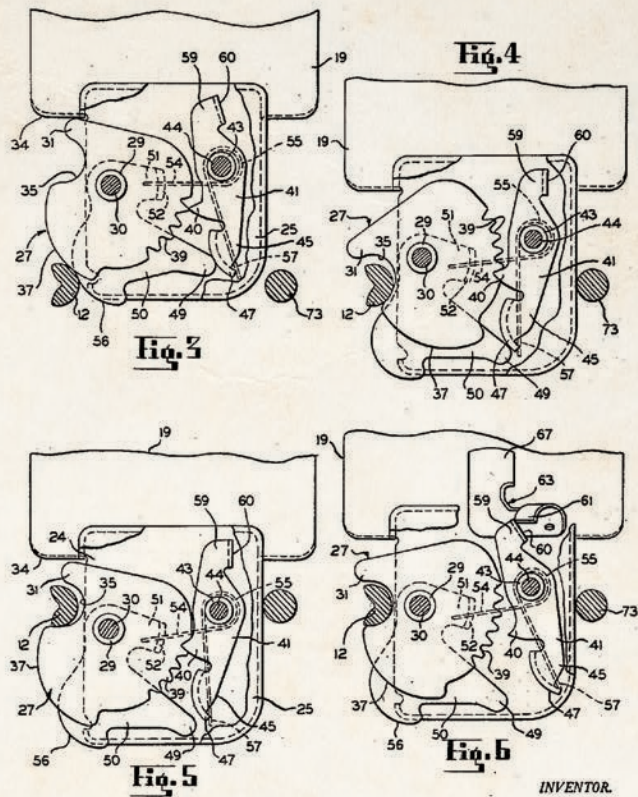
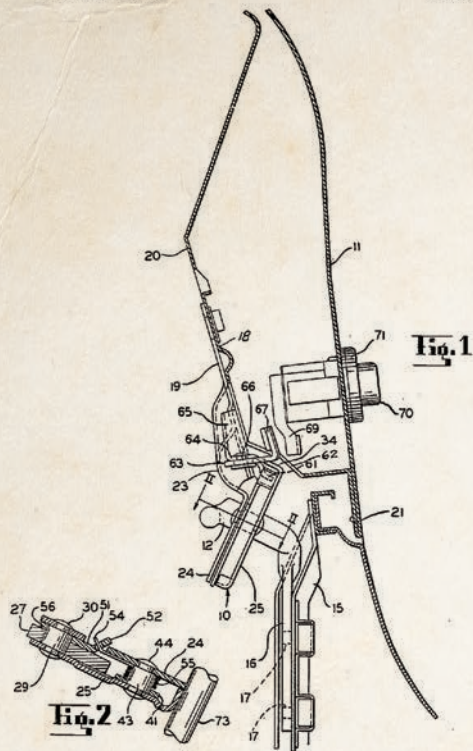
With no key inserted, the locking bar is within the plug. The locking bar is not relied upon as the locking member for locking the key plug against rotation. Rather, the tumblers are the locking members, and they must lie on the periphery of the key plug before the key plug may rotate in the cylinder. The locking bar is used merely to prevent the application of picking torque to the key plug. During picking, lifting the special tumblers will move the locking bar into the locking slot of the cylinder, creating a secondary binding force.




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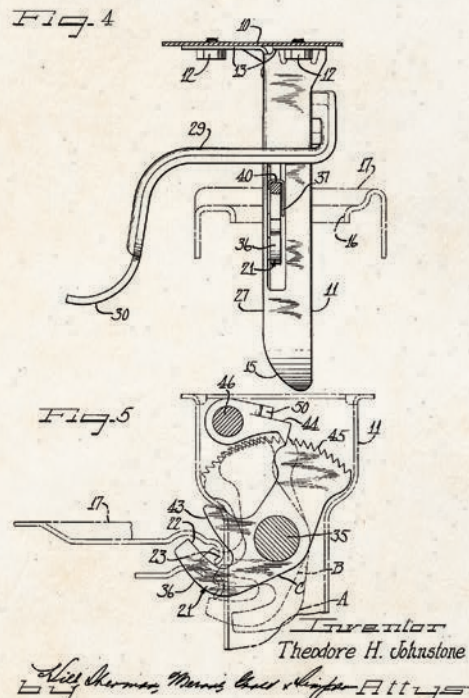
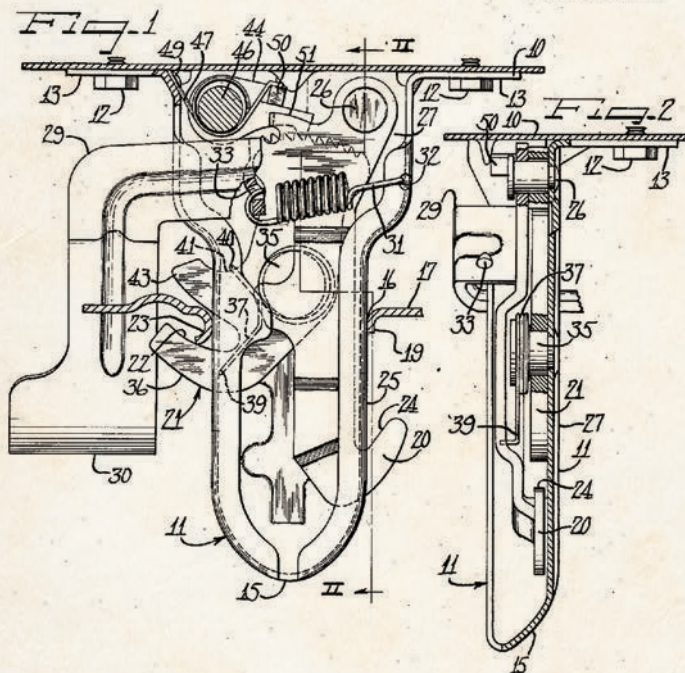
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INVENTOR.
THEODORE H. JOHNSTONE

1957 Deck Latch Assembly

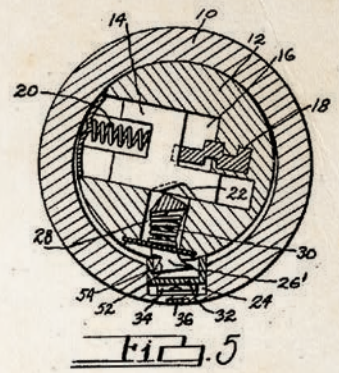
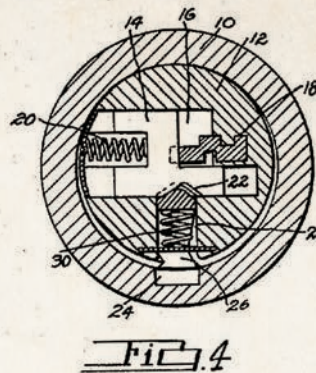
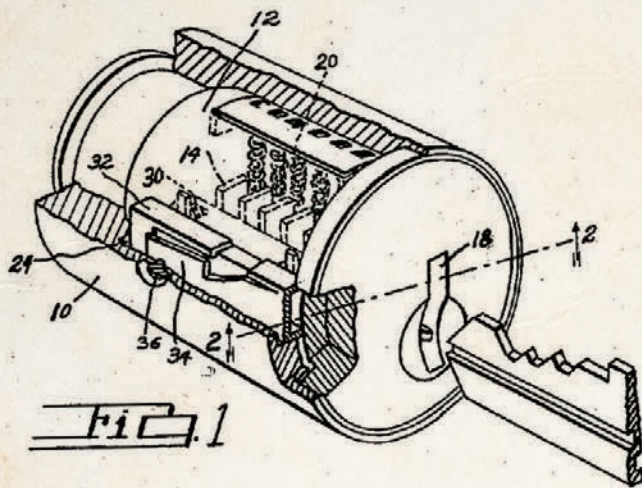
Patent #US2806727 was filed in 1955 and awarded in 1957. This invention relates to improvements in latching mechanisms for use in locking a deck door of a rear deck for a luggage compartment of an automobile. The object of the invention is to provide a "floating" latching mechanism in which the deck door may be held fully locked when partially open. In various positions with respect to its keeper, the door or trunk can be securely locked when blocked from full closing movement by luggage and the like.



Inventor
Theodore H. Johnstone

1958 Hood Latch

Patent #US2846253 was filed in 1956 and awarded in 1958. This invention relates to improvements in latching mechanisms for latching automobile hoods of the so-called "alligator" type. The object of the invention is to provide a hood double-latch having both a safety catch and a positive latch positively latching the hood closed in various positions with respect to its keeper and positively securing the latch as the hood is moved toward a closed position. The hood would then have to be fully closed before re-opening could occur.



1959 Disc Sidebar Cylinder Lock

Patent #US2879658 was filed in 1954 and awarded in 1959. The auto lock cylinder and its casing are generally die-cast and are not accurately machined, with the result that the cylinder loosely fits the bore in the casing and often is slightly eccentric to the bore. This looseness or eccentricity permits a shifting of the side lock bar relative to the lock opening in the casing for receiving the lock bar. The result is that the lock bar may be withdrawn from the opening before it is entirely drawn into the cylinder by use of the proper key.

Disc Sidebar Cylinder Lock

The object of this invention is to provide a precision sleeve surrounding the opening in the casing so that the lock bar can only pass the member when it is fully retracted from the outer periphery of the cylinder. This design provides an undercut on a side of the lock bar at its outer end and to permit a tipping movement of the bar so that when the bar is not fully withdrawn into the cylinder, the movable member catches the sharp corner and tips, drawing the bar into the opening in the casing to positively lock rotation between the cylinder and the casing.

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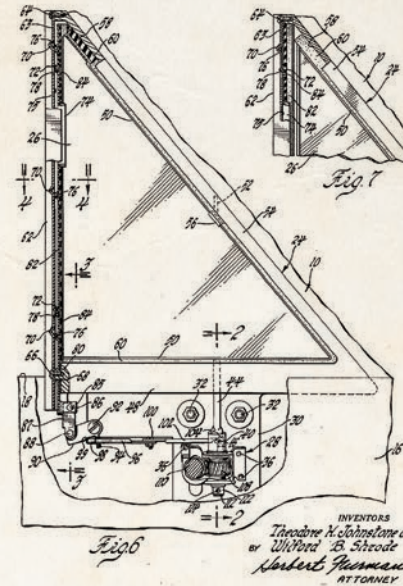
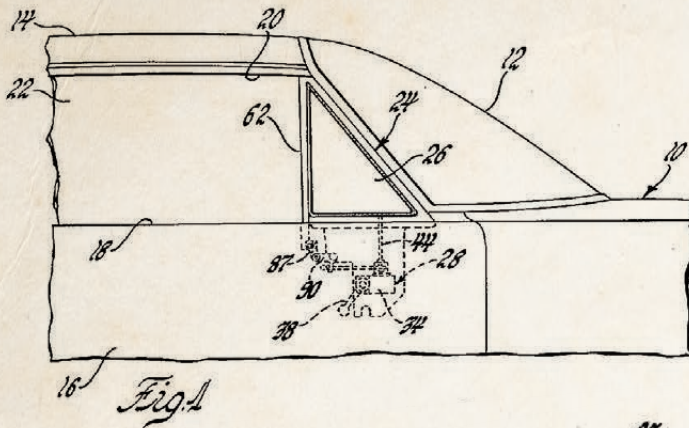
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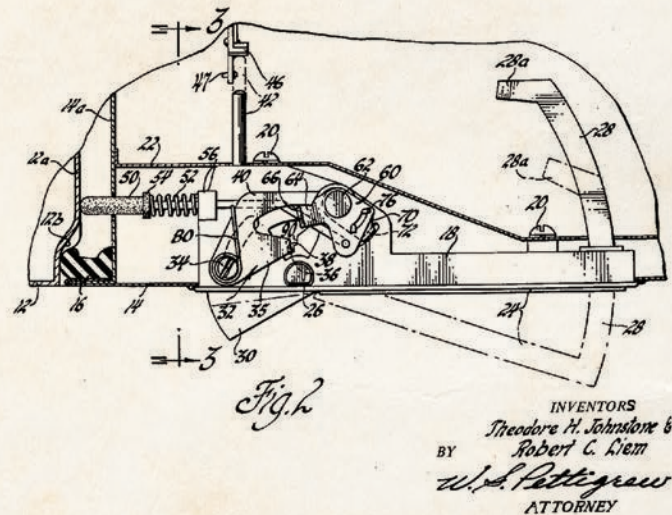
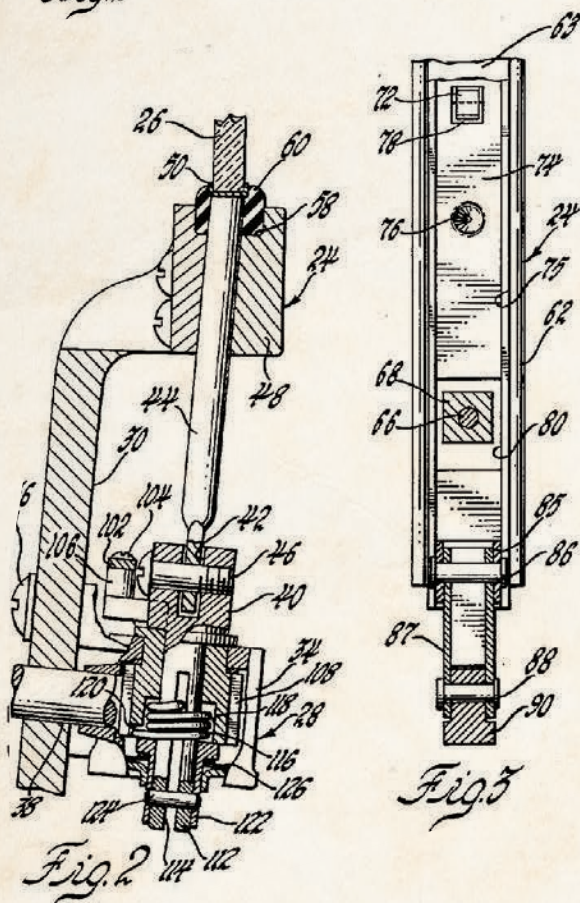
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Window Regulator Mechanism

This invention automatically latches and locks the window to the body when the window has been closed, and it automatically unlatches the window upon initial movement toward an open position. The operator need only turn the usual manual crank or use the power-operated mechanism to perform both the latching and unlatching function and move the window between its open and closed positions.

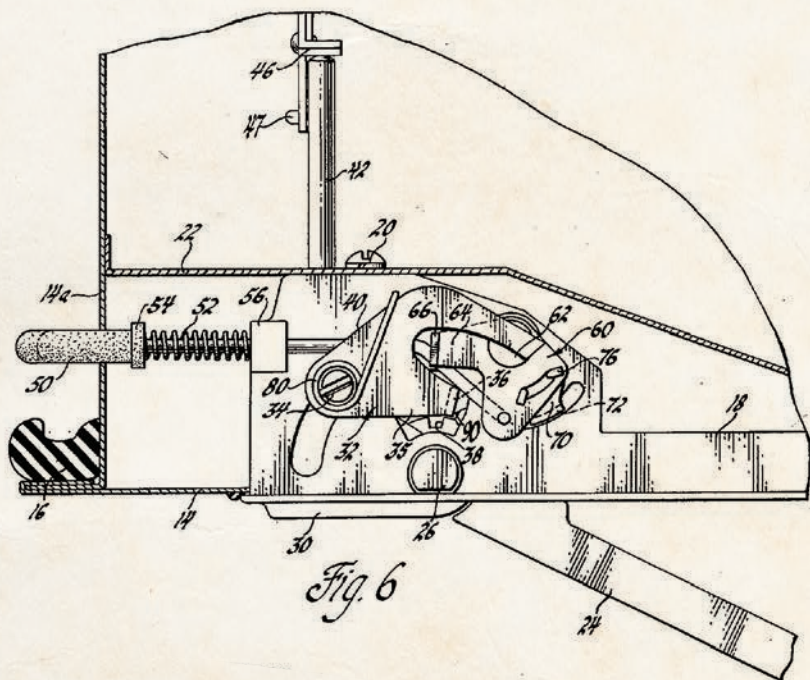
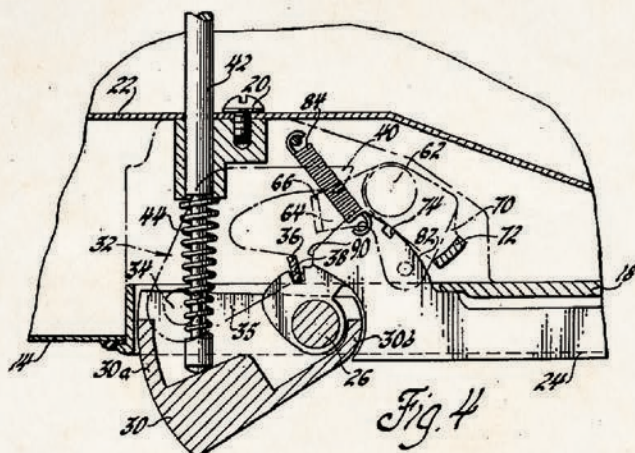
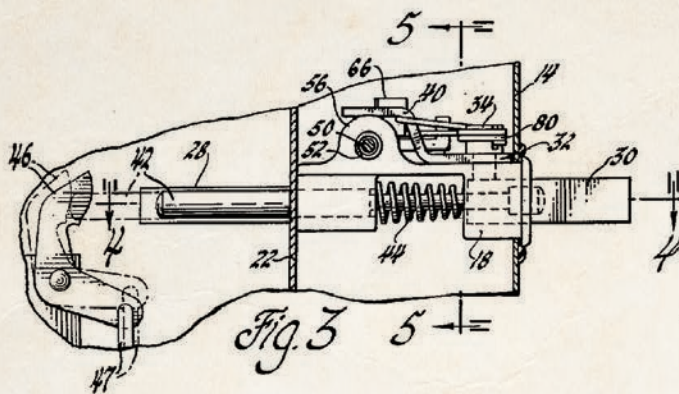


1961 Window Regulator Mechanism

Patent #US3010758 was filed in 1960 and awarded in 1961 jointly with Wilford B. Shrode. The patent was assigned to General Motors. The window regulator mechanism and latching means of this invention is primarily intended for use with vehicle vent windows that swing on a vertical axis between opened and closed positions. Latching the window in the closed position prevents forcible entry into the vehicle. Normally, a manual latch secures the window either to the door post or channel in the closed position.

1962 Flush-Type Door Handle

Patent #US3020075 was filed in 1960 and awarded in 1962 jointly with Robert C. Liem. This patent was also assigned to General Motors. This invention relates to a flush-type handle for a vehicle door. It provides an assembly with an elongated grip handle mounted on the door and pivots between the closed position — where it lies flush with the surface of the door — and an open position, where one end is spaced from the surface of the door so the operator can grip it.



Flush-Type Door Handle

A shield projects from the free end of the handle and extends into the door in both positions so that there's never a hook-like projection extending out from the door. It provides a push button for swinging the grip from the inoperative to operative position and a detent for holding the handle in the open position. To lock the door without a key, the push button is depressed while the door is being closed to shift the latch actuating push rod and move the door latch parts to their locking position.

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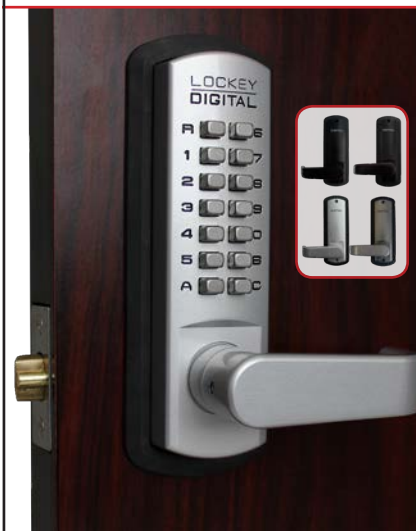
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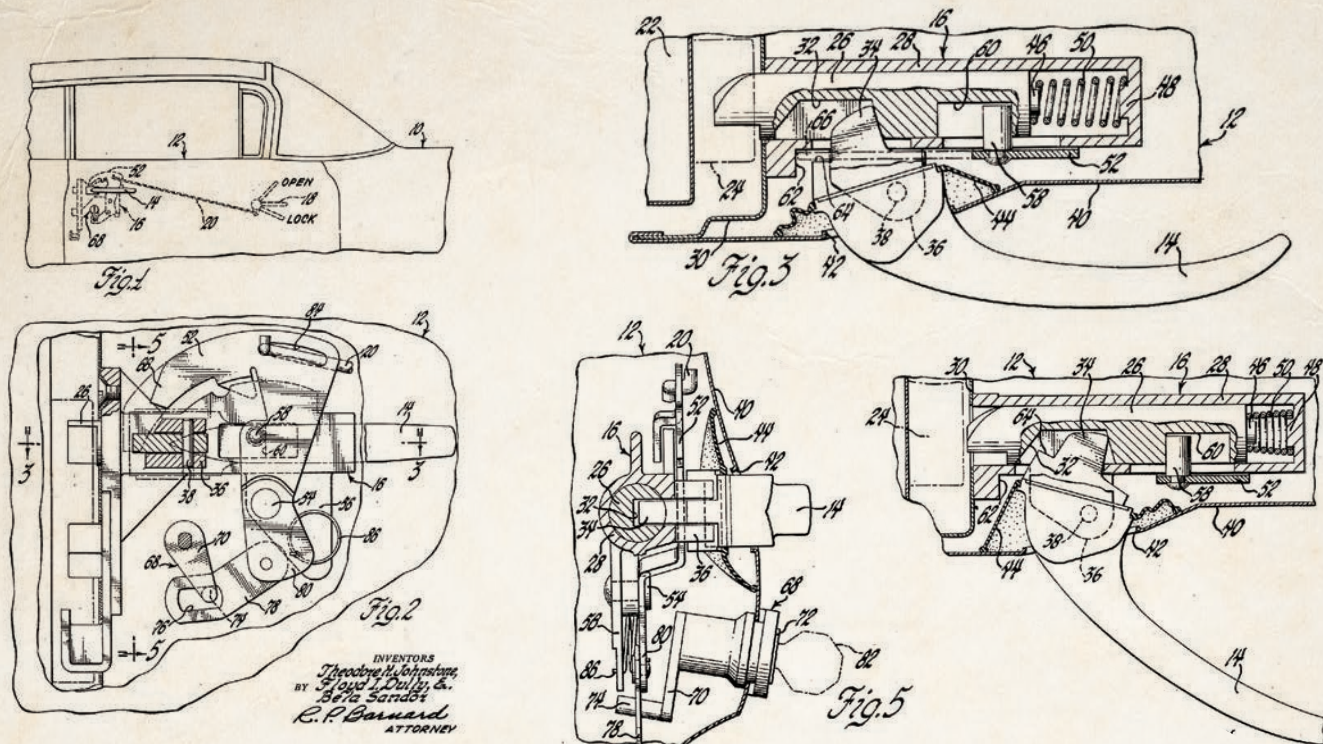
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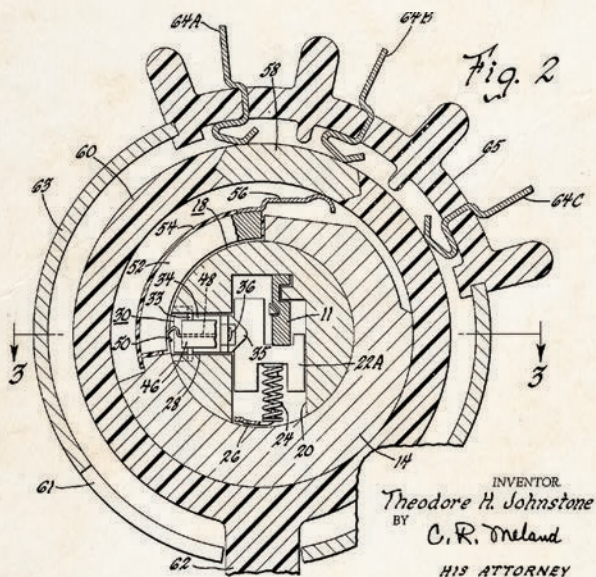
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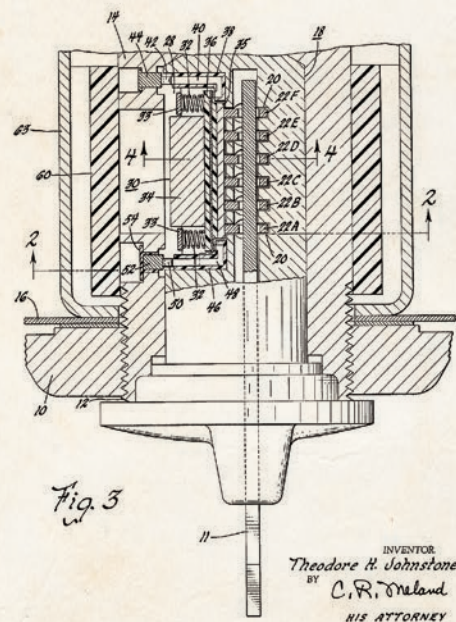
1962 Slide Bolt Door Lock

Patent #US3069889 was filed in 1959 and awarded in 1962 jointly with Floyd I. Dully and Bela Sandor. This patent was also assigned to General Motors. This invention relates to a slide bolt door latching mechanism in an automobile. A pivoting internal handle directly engages the slide bolt to retract it and unlatch the door at the same time. The slide bolt design prevents unintended actuation of the external handle. It provides a simplified door locking mechanism by eliminating molding-type locking buttons that have been used in the past.



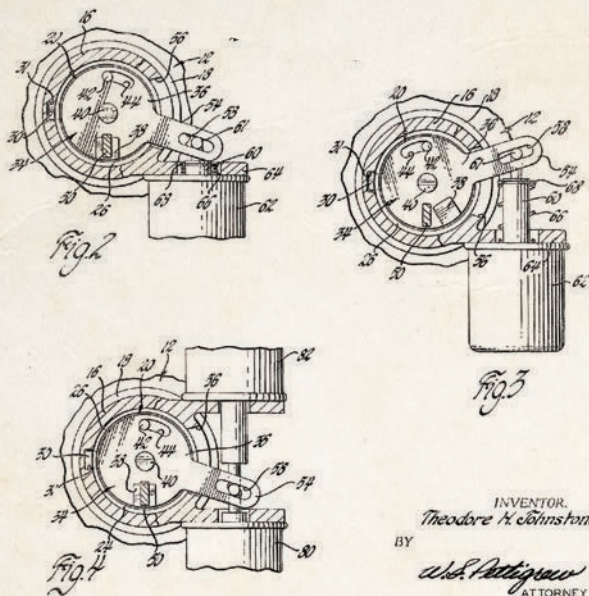
1965 Lock Sidebar-Energized Switch

Patent #US3219768 was filed in 1963 and awarded in 1965. This patent was also assigned to General Motors. This invention provides an electrical switch that is operable upon insertion of a key into the ignition cylinder without any further movement of the lock cylinder. Simply insert the key. It uses an electrical switch in which part of the electrical circuit is carried by the lock sidebar. It can be mounted on a lock cylinder of an existing design.



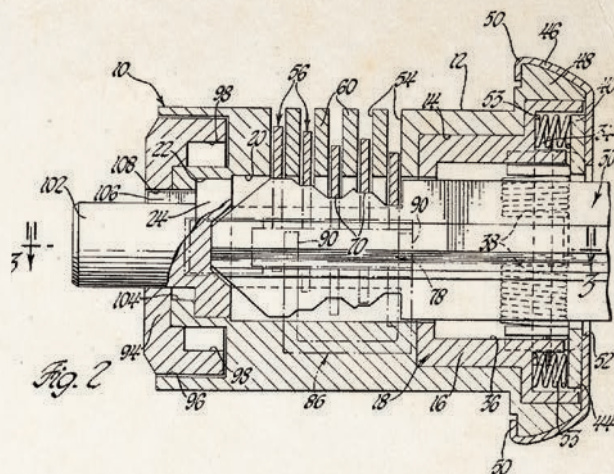
Lock Sidebar-Energized Switch

The design prevents an operator from inadvertently leaving any equipment as a load on the battery while the ignition key is withdrawn from the lock cylinder. Automatically closing several circuits to auxiliary equipment of an automobile has the effect of lengthening the life of the battery and provides power accessories with the same security afforded the ignition system.



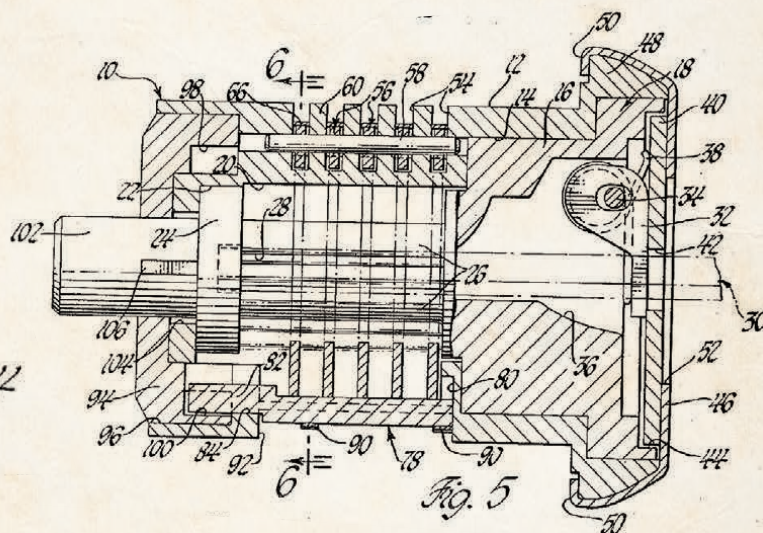
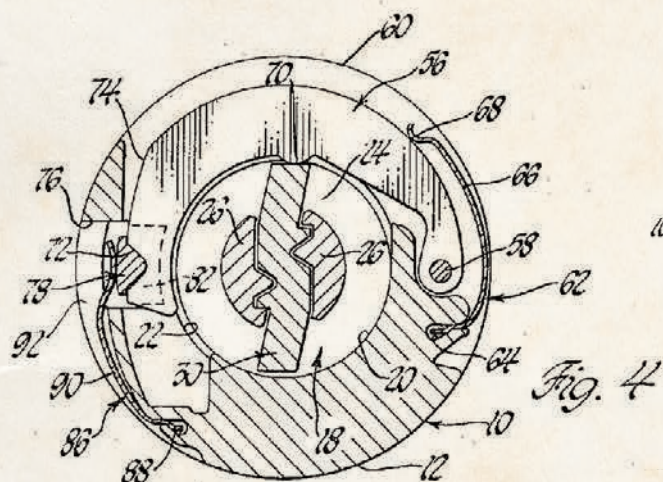
1967 Cylinder Lock Actuator

Patent #US3304755 was filed in 1964 and awarded in 1967. Once again, this patent was assigned to General Motors. This invention provides an improved type of combined push button and cylinder lock actuator where it operates independently of key use. This is especially advantageous in a vehicle deck lid installation where auxiliary control obviates the need for constant use of the key to gain repeated access to the vehicle compartment.



1968 Lock Cylinder Assembly

Patent #US3367156 was filed in 1966 and awarded in 1968. This is yet another patent that was assigned to General Motors. This lock cylinder assembly of this invention differs from such other assemblies. A double-cut reversible key is used. The tumblers are stationary and encircle the plug. The tumblers are generally crescent-shaped and pivot at one end, attached onto the casing. The other notched ends of the tumblers engage with the sidebar. The tumblers are activated by the proper key and rotate on their pivoted ends. The side bar is also mounted on the casing so that only the plug and the proper key rotate when the lock is placed in unlocked condition.



Lock Cylinder Assembly

With the tumblers and side bar mounted on the casing, the plug and proper key rotate relative to the tumblers and side bar. The plug and driver are connected by a shaft to the device to be operated. A shear-point connection between the driver and plug prevents movement of the driver should the plug be forcibly rotated. If a tool is inserted in the plug and the plug is forcibly rotated, the frangible connection will break and free the plug from the driver to prevent operation. The plug can easily be removed and replaced without replacing the entire assembly.



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1969 Enhanced Lock Cylinder Assembly

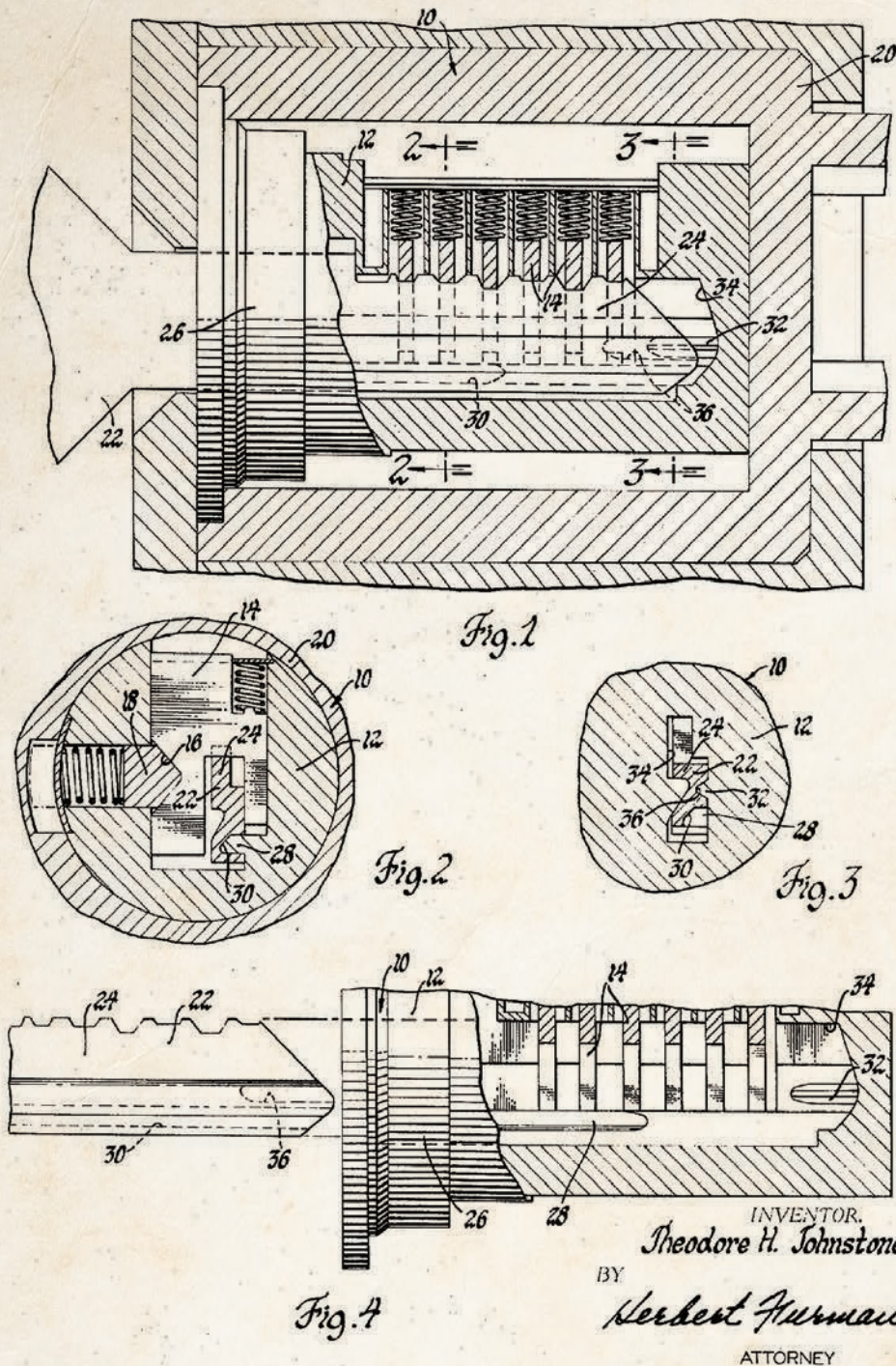
Patent # US3597948 was filed in 1969 and awarded in 1971. It is assigned to General Motors. This invention relates to a lock cylinder assembly having an increased number of lock combinations. The number of lock combinations obtained from a disc tumbler-type lock is affected by the number and type of tumblers included in the lock. The number of theoretical combinations is greater than the number of usable combinations. To increase the number of combinations without increasing the number of tumblers, it's conventional to provide a ribbed gate in the core and grooves in the key that must mate before the key can be inserted in the core to locate the tumblers in their unlocked position. Due to space and manufacturing limitations, the number of such ribs and grooves is limited. This invention increases the number of lock combinations by having an additional rib within the core and receiving an additional groove in the leading end of the key to provide an increase in the number of usable lock combinations.

I marvel at the amount of time, energy, creativity and expense that Theodore H. Johnstone exerted to obtain these patents. The exacting detail in the hand-drawn illustrations is phenomenal. If you have ever invented a product and carried it through to receive a patent, you already knew what was involved. I didn't. My hat is off to Ted Johnstone and all of you intrepid inventors. You have my deepest respect and admiration. ☺



Tom Gillespie, CML, CIL, CCL, is a 49-year veteran of the security industry. Since 1969, he has expanded his experience in the retail, manufacturing and distribution segments of our industry. Tom has

taught educational seminars throughout the U.S. and Canada. He has authored numerous books, newsletters and articles for security industry publications. He is semi-retired but is still active in locksmithing. Tom can be reached at tomxgillespie@gmail.com





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Messed Up: Closers and Electrified Locks

Sloppy previous installations lead to clean-up work later. **By Tony Wiersielis, CPL, CFDI**

IN THE NOVEMBER ISSUE OF *KEYNOTES*, I FORGOT TO MENTION SOMETHING important about mullions. If you find an electric strike on a mullion, you will find wire feeding into it. In my experience, it almost always feeds down from the top, though a few times I've found it feeding up into the mullion from the basement. There are two things about this I want you to be aware of.

First, if you see this, you want to be careful when you remove the mullion; a violent motion could break or damage the wire. Whenever I install an electric strike, I leave a "service loop" of wire that's long enough to let the next person work on the mullion without a lot of trouble. Keep in mind that you could be the next person to work on it, which is the reason you want to be thoughtful about your installations.

I've mentioned service loops before in other articles, but here it is again for those who might not know what I mean. A service loop is extra wire left behind (when possible) at the termination point of a run of wire. An example would be a few feet of wire tucked into the pocket of a newly installed electric strike that would allow someone in the future to pull it out enough to check for voltage, etc.

Sometimes this wire will be tucked back into the frame, or with a panic device, stashed in the tail end of the bar near the mounting bracket. A service loop is especially useful with panic bars because if you're checking out a motor or solenoid, you really don't want to hold the bar in your hand while you fumble with the meter. Why would you be holding it in your hand? Because you can't put the bar down because somebody cut the wire too short!

Second and last thing: When you're replacing the mullion, you need to be careful with the wire so it doesn't get caught in the latch mechanism once it's back together. Make sure wire isn't close to or touching moving parts. Just because the parts aren't touching now doesn't mean they won't be after you leave. You also want to make sure the process of replacement doesn't pinch or damage the wire. It's a good idea to test that the strike opens with a card or fob when you're done.

Meanwhile, Back at the Ranch...

Lately I've been doing a lot of repairs and checking out job sites to verify that whatever problems they're having aren't because of product issues, but are instead due to lousy installations. The first repair was a parallel arm door closer in which the foot piece for the arm was stripping screws. I had gone to this site before and shifted the foot piece over to get some new metal on the frame. This was a Stanley QDC 100 closer, and there was nothing wrong with it.

I didn't take a picture before I took the screws out of the frame, so *Figure 1* shows how the screws were hanging out of the foot piece when I got there. There were three screws left where there should have been five or six. *Figure 2* shows the stop on the frame with a double set of identical holes; those on the right are the newer ones I made when I shifted the foot piece. Mind you, I rarely use sheet metal screws for this. I almost always drill and tap the 1/4-20 holes and always use Loctite. I may have said this before, but I'm not fond of callbacks because of loose screws.

When I see something like this happen twice, I start wondering about the metal in the frame. I've put on a zillion closers over the years. Usually, there are few issues with the screws stripping the holes like this unless the screws became loose and nobody bothered to do anything about it. But this place was an architectural firm that I'd done work for before, and they have typically been more on the ball about such things.

For the newbies, there's a huge amount of sideways pressure applied to the foot piece of a PA closer as the door opens and closes. It's imperative that there's no movement between the foot piece and the frame it's attached to to avoid stripping



Figure 1. The screws were hanging out of the foot piece when the author arrived.



Figure 2. The stop on the frame has a double set of identical holes.



Figure 3. The plate is held on by two screws so the author can spot the rest of the holes.

the screws and other kinds of mayhem. The looser the screws, the more movement there is. The more movement, the more problems that get increasingly difficult to repair. That's the stage I was at with this.

The Solution

In the past, I've dealt with Swiss cheese frames like this that were solid, strong and had three or four different sets of closer holes on them. My usual solution is to make up a plate of flat steel at least $\frac{1}{8}$ " thick to cover the holes. I prep this by drilling and tapping the holes for the foot piece screws so they're in something thicker and more substantial than the frame. On a decent frame, the extra thickness of the plate is icing on the cake. On this job, in which the frame doesn't seem to hold up, the extra metal is required.

Figure 3 shows the plate held on by two screws. In the middle are the drilled and tapped holes for the foot piece. To the sides are eight countersunk holes for the screws I'm using to mount the plate. This is a 12" wide by 3" deep plate that I cut off from a 3' stock plate I got at Lowe's. The rest is in my truck because it's really handy stuff to have.



Figure 4. This image shows that the author enlarged the holes that will be under the tapped holes on the plate.

Notice the plate hangs off the stop about an inch into the room. I wanted to have at least five of the six screws installed on the foot piece to spread the pressure of opening over a wider area. That's also the reason I cut the plate as wide as I did and spaced the mounting holes the way I did; all of the pressure won't be concentrated on four screws in a 3" space under the foot piece.

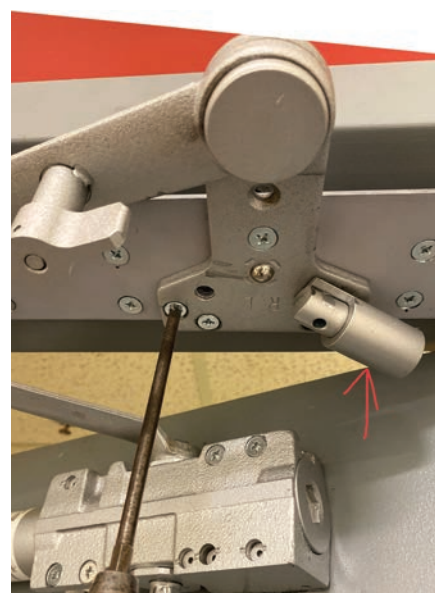


Figure 5. The red arrow points to this closer's version of a cushion stop.

Figure 4 shows that I enlarged the holes that will be under the tapped holes on the plate. This was so the foot piece screws don't hit the frame as they go in and mess up the threads on the plate. Just to make sure, I also run a tap in and out of the plate to make sure the holes are clear.

Figure 5 shows me screwing in the foot-piece screws with my screw gun, not an impact. The red arrow points to



Figure 6. Some of the screws ready to go with Loctite.



Figure 7. Several undercut screws are compared to a standard screw.

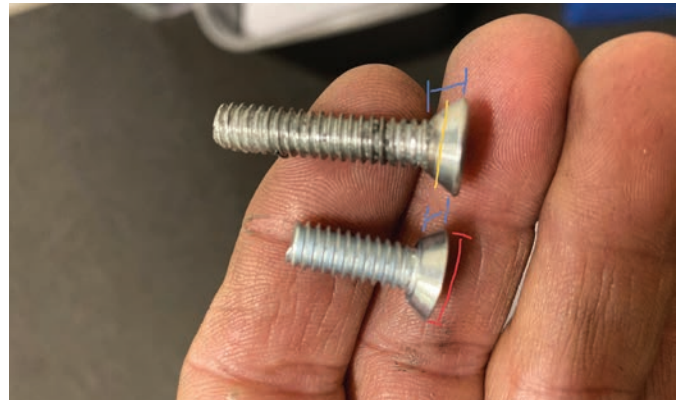


Figure 8. The red bracket is the width of the screw head. The blue brackets show how the width of the taper on the standard screw is bigger than the undercut screw. To the left of the yellow line on the standard screw, you see the remainder of the taper that would have projected past the underside of the plate.

this closer's version of a cushion stop. In this picture, it's been loosened and moved slightly to allow one of the screws to go in. You'll see it where it's supposed to be at the end of this section.

Figure 6 shows some of the screws ready to go with Loctite. Notice that they are "undercut" screws, not standard flathead screws. Figure 7 shows several undercut screws compared to a standard screw. I used undercut screws because I wanted the head of the screws to be flush with the plate once they were installed. Undercut screws are designed for use in thin materials. I'm sure you noticed several of the screws in Figure 7 came out of mortise or cylindrical lock boxes.

For the newbies, if you try to use standard flathead screws where you should

be using undercut ones, the head of the screw will stick out of the countersunk hole. The screw will bottom out against the frame because the head of the screw is thicker than the material you're attaching.

If I had tried to use standard screws on the plate and countersunk the holes so the screw head would be flush, I would have ruined the plate. Why? Look at Figure 8.

The red bracket is the width of the screw head and is the same for both screws. The blue brackets show how the width of the taper on the standard screw is bigger than the undercut screw. See that yellow line on the standard screw? To the left of the line, you see the remainder of the taper that would have projected past the underside of the plate. With

no threads on the taper, it would have bottomed out against the frame without gripping the plate, leaving it loose — an impossible situation.

Figure 9 is the finished project, except for the cover on the closer. The cushion stop is in place and tightened down, as I told you before. Some of you may have noticed the oil stains below the closer. A previous closer leaked and the body was replaced, but the oil stain wasn't going away.

Some final notes: If you're going to make up steel plates like I did, make sure you clean off the metal and — at the very least — spray it with primer so the customer can paint it. Leaving it bare and ready to rust is just unprofessional. Also, I forgot to mention that I discussed what



Figure 9. The finished project — except for the cover on the closer — is shown.

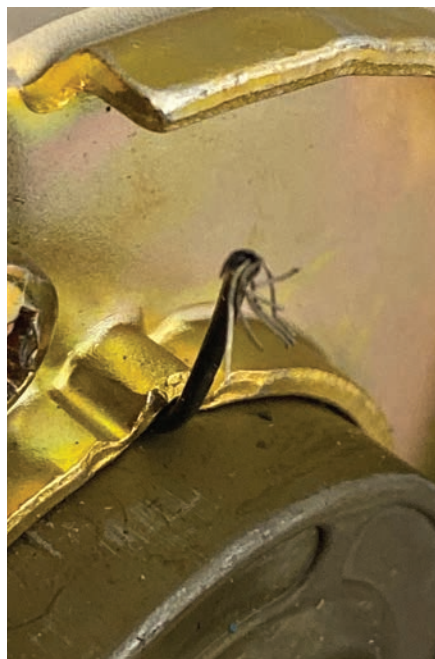


Figure 10. The wire isn't supposed to be there.

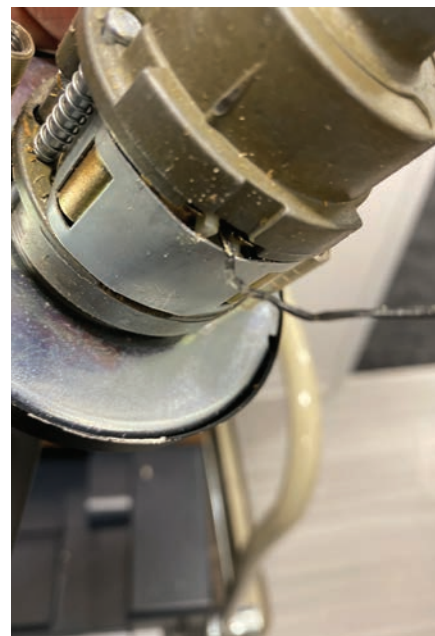


Figure 11. Only one of the two power wires to the chassis was there, and the wire was crushed in several places.

I was going to do with the owner to get his approval before I made up the plate. Always do this with any installation that is out of the ordinary, as this one was.

A Little Wire Trouble

I got a call to investigate why a BEST 9K electrified cylindrical lever wasn't locking. This was on an IT room at an accounting firm, and they were a little antsy about it. *Figure 10* shows what I saw after I took off the inside lever and rosette. That wire isn't supposed to be there, as you probably guessed.

The chassis fit tight in the hole. When I pulled it out, I noticed that only one of the two power wires to the chassis was there (*Figure 11*) and that wire was crushed in several places. The second wire had broken off within the chassis and was useless. In *Figure 12*, my finger is pointing where a notch should have been made so the wire could pass through without pinching. On the template for this lock, it shows this notch as a hole to be drilled at that spot. A notch will work fine. Note the

two holes above and below the $2\frac{1}{8}$ " hole. They looked like $\frac{1}{4}$ ", but they need to be $\frac{5}{16}$ " (again, per the instructions).

The lessons to be learned from this are: 1.) Read the instructions. 2.) Don't force a lock into its prep. If it doesn't slide easily into the prep, something's wrong. Fix it — don't force it. 3.) Don't just jerk something out of a door; there might be an unseen wire attached. An electrician came to check this before I got there. He might have struggled to pull the chassis out and broke the wire, but my money is on the guy who installed it in the first place. Hint: If there's a card reader at the door, there's probably wire to the lock. ☞



Tony Wiersielis, CPL, CFDI, has more than 30 years of experience and has worked in most phases of the trade throughout the New York metropolitan area. He was named *Keynotes* Author of the Year for 2016.



Figure 12. The author is pointing where a notch should have been made so the black wires could pass through without pinching.

Updating the Outdated

Jim Hancock, CML, CMST, reveals what's new in ALOA Education.

WITH 2020 BEARING DOWN ON US, THE ALOA EDUCATION AND Certification department has been working on several things we hope will benefit the membership and get us headed toward a great pair of conventions in Tulsa (SAFETECH) and Kansas City (ALOA).

The *Safe Technicians Reference Guide* has received a long-needed update in the GSA section. Because the federal regulations and rules governing GSA containers and how to work on and with them change pretty often, this update is long overdue. The update will be provided as a separate booklet so it may be updated more frequently as needed instead of having to update the entire book, much the same as ILCO updates their Key Directory. This update will be included in the price of the book for new orders. Existing book owners may get the new update for \$20 (\$35 for nonmembers).

There has been another long-awaited book change. The old *PRP Resource Guide* has been replaced with the new *Ultimate PRP Study Guide*. The Study Guide not only has nomenclature for each section of the Mandatory exam and electives of the Locksmith PRP, but there are sample questions for each section as well as situational scenarios to develop better understanding. This Guide covers the Locksmith Mandatory as well as the electives required to climb the ladder from CRL to CML. There are preliminary plans in the works to do the same for each credential test offered by ALOA.

We have updated the Certified Professional Safetech (CPS) exam, and each of the 10 sections will be made available as individual after-class exams at SAFETECH 2020 and after any pertinent SAVTA classes offered at ALOA 2020. This will be offered to members only. This means attendees can take sections right after their classroom learning and not be burdened with sitting in a room for four hours to take sections all at once. As with any elective, the exams that are completed successfully will be "banked" until all sections have been passed.

Other Convention Changes

One other change you will notice when you attend either the SAFETECH or ALOA 2020 conferences will be class certificates. Beginning in 2020, certificates for classes taken will be emailed to attendees within 10 days of the end of the convention. This eliminates the need to print certificates unless it's needed for state licensing. Attendees may print the certificate themselves if a copy is desired for framing, or they may

"The old *PRP Resource Guide* has been replaced with the new *Ultimate PRP Study Guide*."

simply keep them on their computer for reference. If a printed and sealed copy is needed for a specific state license renewal, those can be provided by the Education Department upon request.

Additionally, the after-class evaluations will be emailed to attendees to fill out and return instead of paper copies distributed in class. So many are not returned, and whether they are forgotten or attendees are reluctant to fill them out on-site, we kill a lot of trees printing them.

We are extremely excited about these changes and hope that they will enhance your experience as a member. ☺



Jim Hancock, CML, CMST, is ALOA's education manager. You can reach him at jim@aloea.org or (214) 819-9733.



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ALOA occasionally makes its members' addresses (excluding phone numbers and email addresses) available to vendors who provide products and services to the industry. If you prefer not to be included in these lists, please check here: ☐

PROFESSIONAL INFORMATION

Please check the description that best describes you (check all that apply)

- | | | |
|--|--|---|
| <input type="checkbox"/> Locksmith Owner | <input type="checkbox"/> Automotive | <input type="checkbox"/> Employee Technician |
| <input type="checkbox"/> Electronic Security | <input type="checkbox"/> Security Professional | <input type="checkbox"/> Mechanical Door Locks & Hardware |
| <input type="checkbox"/> Institutional | <input type="checkbox"/> Safes | <input type="checkbox"/> Investigative |
| <input type="checkbox"/> Other _____ | | |

Are you licensed to perform Locksmith/Access Control work in your state? ☐ Yes ☐ No If Yes, License # _____

Business License # _____ EIN # _____

Any other license held by applicant (Contractors Lic., Low Voltage) _____

Any other states you do business in and licenses held in those states _____

List all phone numbers used by your company/companies: _____

Number of Employees _____ ☐ Store Front Business ☐ Mobile Only

How did you learn locksmithing/access control? _____

How long have you worked in the locksmithing/security industry? _____

ALOA member Sponsor Name/Who introduced you to ALOA?

Sponsor Name (Required) _____ ALOA Number _____ Years known _____

Have you ever been a member of ALOA before? ☐ Yes ☐ No If Yes, when? _____ ID #, if known _____

Are you a member of any local locksmith association? ☐ Yes ☐ No If Yes, name of association: _____

Give the names and phone numbers of two industry-related references:

Name _____ Company _____ Phone Number _____

Name _____ Company _____ Phone Number _____

IMPORTANT: Have you ever been convicted of a felony? ☐ Yes ☐ No If yes, please give details on a separate sheet.

All convictions are reported to the Advisory Committee for review.

A routine background check is performed on all new applicants, unless you live in a State in which passing a background check is a part of the licensing requirements. Non-US citizen background checks are required. If you live in a country that does not allow third party background checks, you will be required to submit an authentic report upon request (no copies/duplicates allowed) before final membership approval can be granted. A copy of your business permit/license, license number, business card, company letterhead or suitable proof of employment in the locksmith/access control business must accompany application.

TYPES OF MEMBERSHIP AND REQUIREMENTS

Check only one box from the categories listed below:

Active Membership

Persons actively engaged in the locksmith/access control industry for a minimum of two years and have achieved one of ALOA's recognized program designations.

- | | | | |
|--|-------|--|-------|
| <input type="checkbox"/> US and US Territories | \$250 | <input type="checkbox"/> I elect to Go Green | \$225 |
| <input type="checkbox"/> International | \$265 | <input type="checkbox"/> I elect to Go Green | \$195 |

International Association of Investigative Locksmiths Membership

Must be an ALOA Member in order to join the IAIL.

- | | |
|--|------|
| <input type="checkbox"/> US and US Territories | \$50 |
|--|------|

Probationary Membership

Persons undergoing training to qualify as an Active member, who have not received one of ALOA's recognized program designations. No person shall be a probationary member for more than three years.

- | | | | |
|--|-------|--|-------|
| <input type="checkbox"/> US and US Territories | \$250 | <input type="checkbox"/> I elect to Go Green | \$225 |
| <input type="checkbox"/> International | \$265 | <input type="checkbox"/> I elect to Go Green | \$195 |

Probationary Membership – No Sponsorship Required

Persons undergoing training that are new to the industry and do not know any Active member for sponsorship. Probationary period extended from 90 days to one (1) year. Probationary status lifted if sponsor acquired within year. Must obtain license if residing in State requiring licensure. A second background check will be performed by ALOA after 2 years of the 3 year maximum term. Any violation of ALOA Code of Ethics during probationary period will result in immediate termination of membership.

- | | | | |
|--|-------|--|-------|
| <input type="checkbox"/> US and US Territories | \$250 | <input type="checkbox"/> I elect to Go Green | \$225 |
| <input type="checkbox"/> International | \$265 | <input type="checkbox"/> I elect to Go Green | \$195 |

Allied Membership

Persons whose position in the locksmith/access control industry relates to locksmiths, and cannot qualify for any other class of membership.

- | | | | |
|--|-------|--|-------|
| <input type="checkbox"/> US and US Territories | \$250 | <input type="checkbox"/> I elect to Go Green | \$225 |
| <input type="checkbox"/> International | \$265 | <input type="checkbox"/> I elect to Go Green | \$195 |

Note: Your application will be processed with a 90 day waiting period.

Any institutional locksmith not using his/her work address must submit a letter from employer stating that you are an institutional locksmith.

DUES AND FEES

An application fee and the appropriate dues must accompany the application in order for processing to begin.

Application Fees Schedule:

US and US Territories	\$70
Canada, Denmark, Ecuador, New Zealand	\$160
Australia, Bahamas, Barbados, Belgium, Belize, Bermuda, China, France, Haiti, Philippines, UK	\$210
Israel, Korea, Papua New Guinea, Saudi Arabia, United Arab Emirates	\$360

Applicants from countries not listed must submit background check and report from local Law Enforcement with application.

FINAL CHECKLIST

- | | |
|---|-------|
| <input type="checkbox"/> Required Proof of Employment in Industry | _____ |
| <input type="checkbox"/> Annual Dues Amount | _____ |
| <input type="checkbox"/> Application Fee | _____ |
| Total Amount Due | _____ |

METHOD OF PAYMENT

- ☐ Check ☐ MasterCard ☐ Visa ☐ American Express ☐ Discover

Card Number _____ Expiration Date _____ SEC _____

Print Name on Card _____

Signature _____ Date _____

I understand and consent that in the course of reviewing this application ALOA may review publically available information for the purpose of verifying the information submitted and do a background check.

I certify that all statements are true and, if accepted as a member, I agree to abide by the rules, regulations, and Bylaws of ALOA, and further agree to adopt the Code of Ethics of ALOA as my own, and adhere to it to the best of my ability. Should my membership be discontinued, I agree to return my membership card and cease use of all ALOA insignia.

Signature _____

Date Signed _____

Dues, Contributions, Gifts are not deductible as charitable contributions for Federal income tax purposes. Dues payments are deductible as an ordinary and necessary business expense. However, donations made to the Legislative Action Network ARE NOT deductible as a charitable gift or business expense.

Return to:

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Fax (214) 819-9736 • Email: membership@aloea.org

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Each ad will run for three consecutive issues. For blind boxes, there is a \$10 charge for members and nonmembers. All ads must be submitted in a word document format and emails to adsales@aloe.org by the 15th of the month two months prior to issue date. ALOA reserves the right to refuse any classified advertisement that it deems inappropriate according to the stated purpose of the classified advertising section.

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Bullseye S.D. Locks	page 49	www.bullseyesdlocks.com	(800) 364-4899
ClearStar Security Network	page 60	www.clearstar.com	(360) 379-2494
Framon	page 41	www.framon.com	(989) 354-5623
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KABA Ilco	page 23	www.adusa.us	(252) 446-3321
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Lockey USA Inc.	page 43	www.lockeyusa.com	
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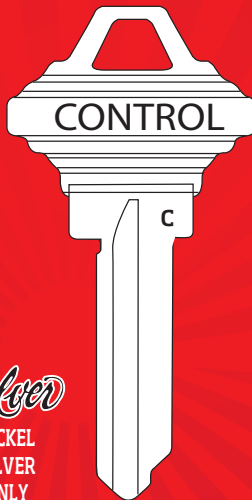
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